Figure 1

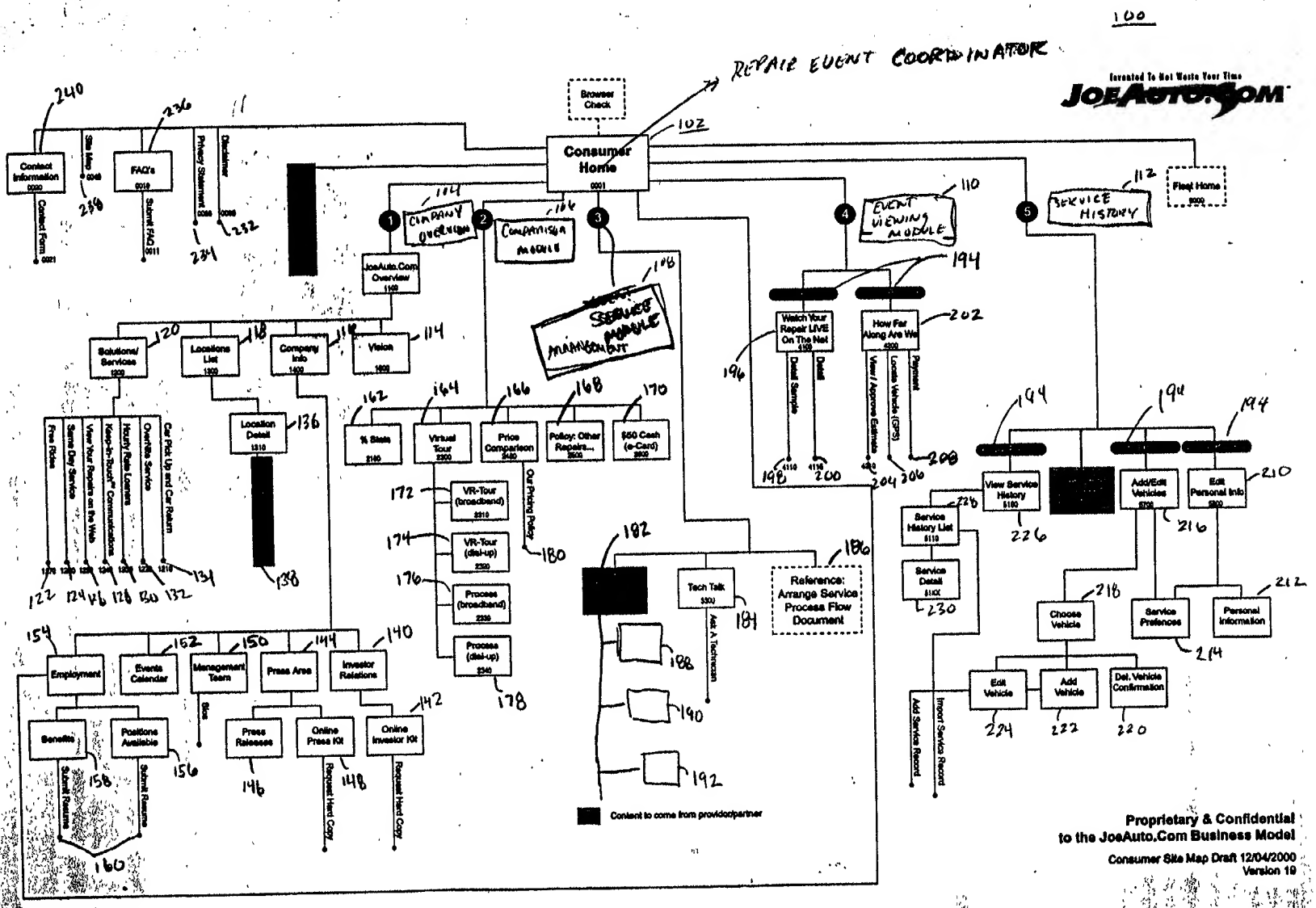
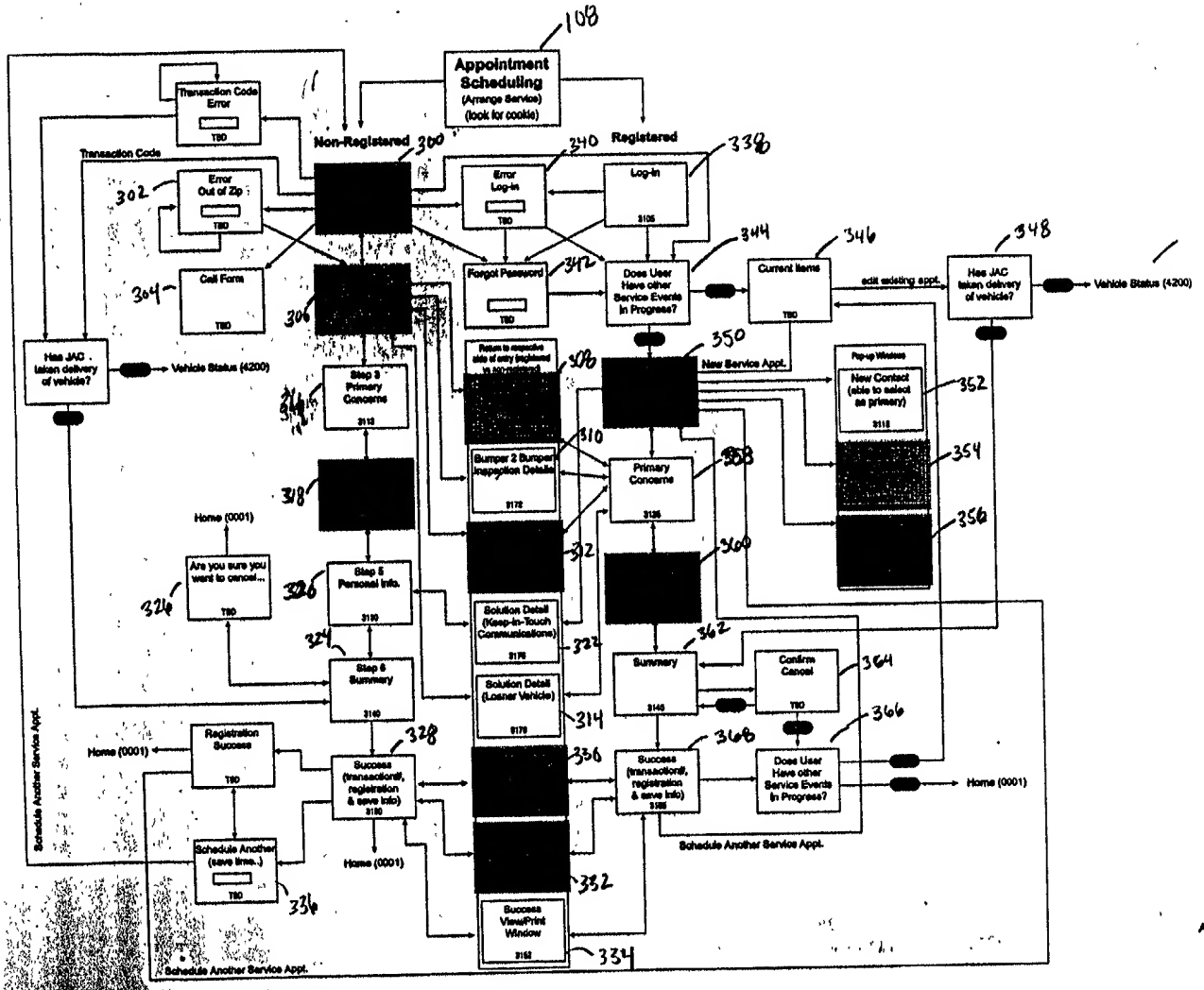

100
REPAIR EVENT COORDINATOR
Invented To Not Waste Your Time
JoeAuto.com
Consumer Home
Browser Check
Contact Information
Site Map
FAQ's
Privacy Statement
Disclaimer
Contact Form
Submit FAQ
JoeAuto.Com Overview
Company Overview
Competitive Analysis
Service Module Maintenance
Event Viewing Module
Service History
Fleet Home
Solutions/ Services
Locations List
Company Info
Vision
Location Detail
Free Rides
Same Day Service
View Your Repairs on the Web
Keep-In-Touch Communications
Hourly Rate Loaners
Overnite Service
Car Pick Up and Car Return
% Stats
Virtual Tour
Price Comparison
Policy: Other Repairs...
$50 Cash (e-Card)
VR-Tour (broadband)
VR-Tour (dial-up)
Process (broadband)
Process (dial-up)
Our Pricing Policy
Tech Talk
Ask A Technician
Reference: Arrange Service Process Flow Document
Watch Your Repair LIVE On The Net
Detail Sample
Detail
How Far Along Are We
View / Approve Estimate
Locate Vehicle (GPS)
Payment
View Service History
Service History List
Service Detail
Add/Edit Vehicles
Edit Personal Info
Choose Vehicle
Service Preferences
Personal Information
Edit Vehicle
Add Vehicle
Del. Vehicle Confirmation
Add Service Record
Import Service Record
Employment
Events Calendar
Management Team
Press Area
Investor Relations
Benefits
Positions Available
Submit Resume
Bios
Press Releases
Online Press Kit
Online Investor Kit
Request Hard Copy
Content to come from provider/partner
Proprietary & Confidential
to the JoeAuto.Com Business Model
Consumer Site Map Draft 12/04/2000
Version 19

Figure 2



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JoeAuto.com

Proprietary & Confidential
to the JoeAuto.Com Business Model

Arrange Service Process Flow - Consumer 12/04/2000
Version 06

Figure 3

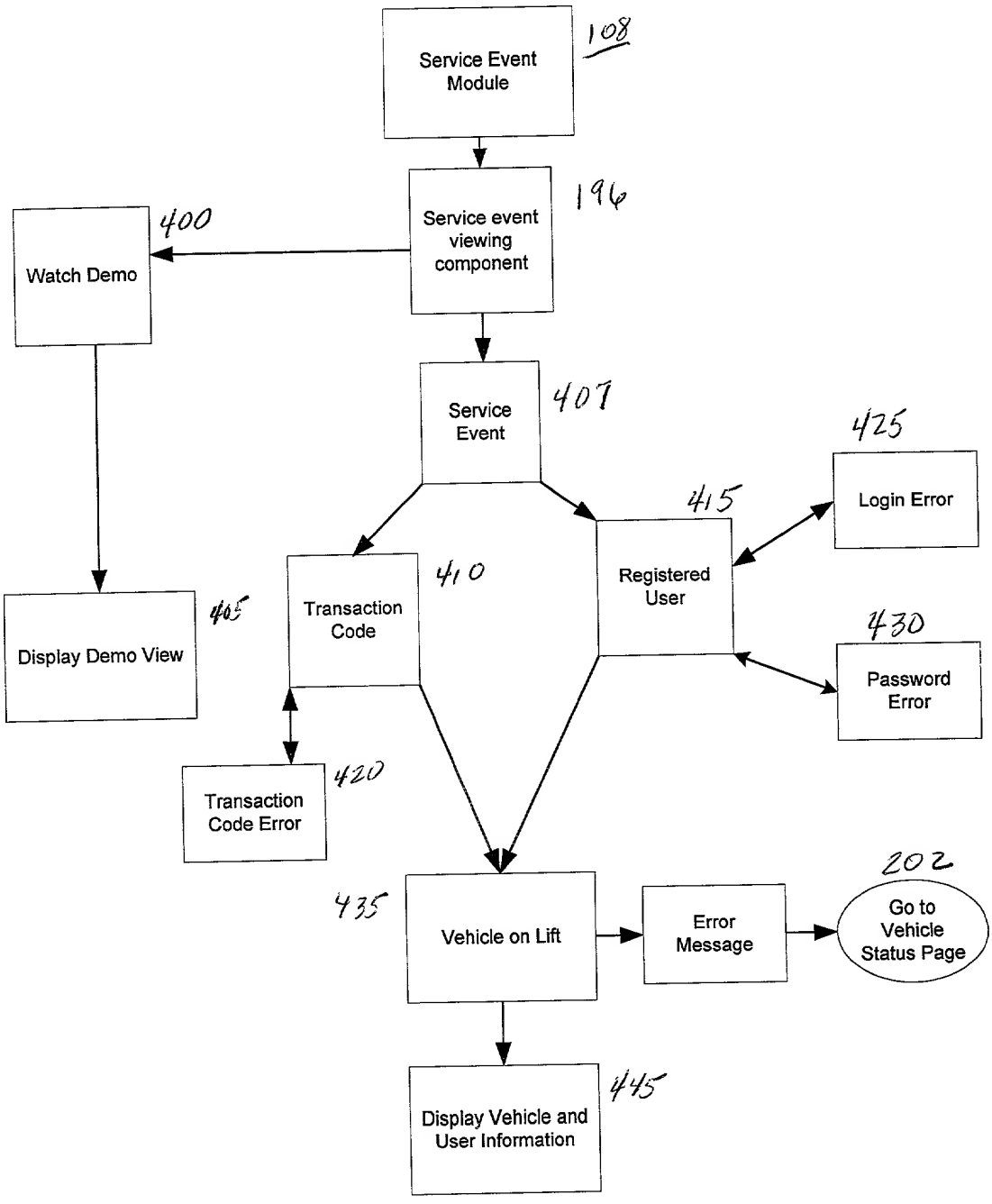

Service Event Module
108
Service event viewing component
196
Watch Demo
400
Service Event
407
Display Demo View
405
Transaction Code
410
Registered User
415
Login Error
425
Password Error
430
Transaction Code Error
420
Vehicle on Lift
435
Error Message
Go to Vehicle Status Page
202
Display Vehicle and User Information
445

Figure 3b

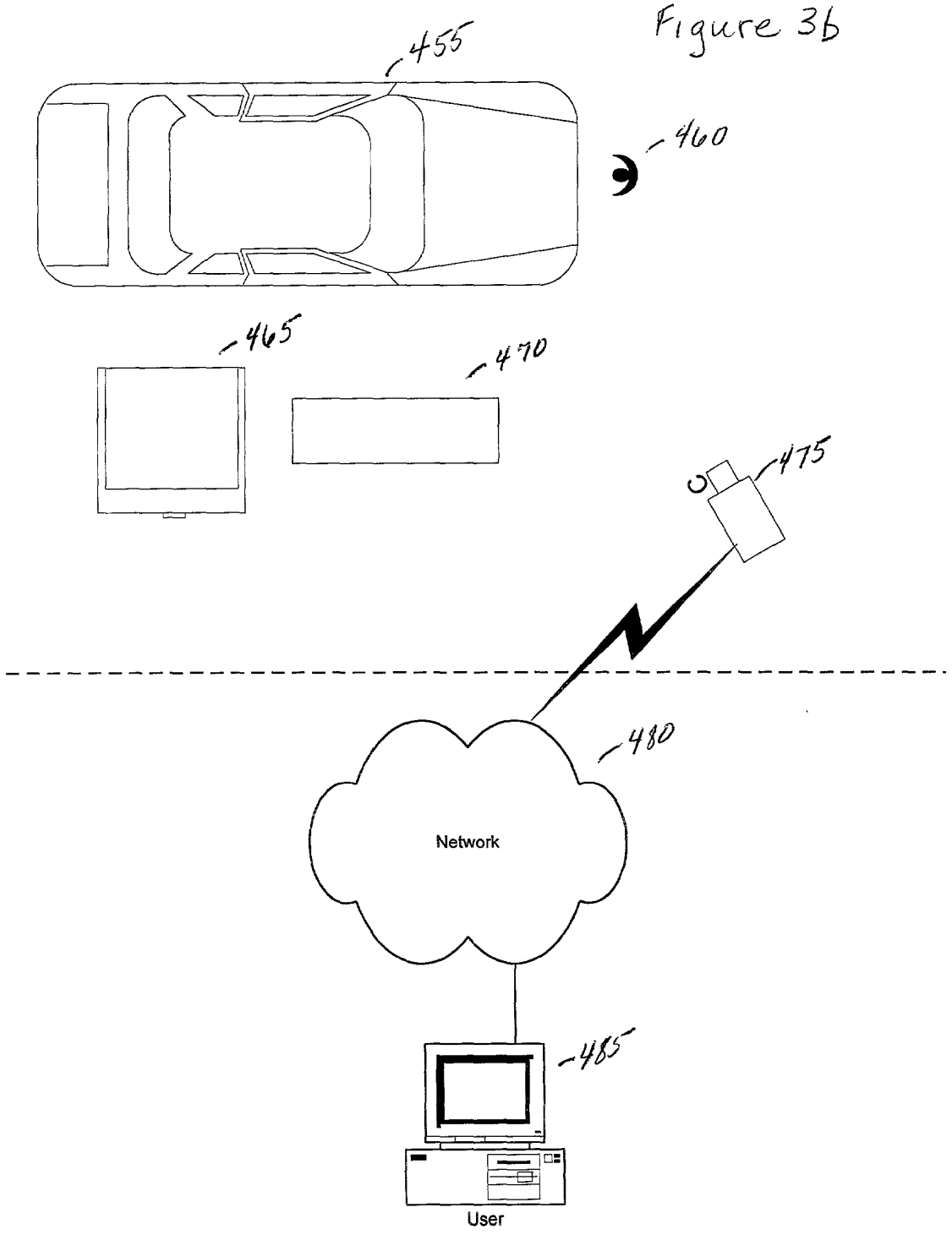


Figure 4

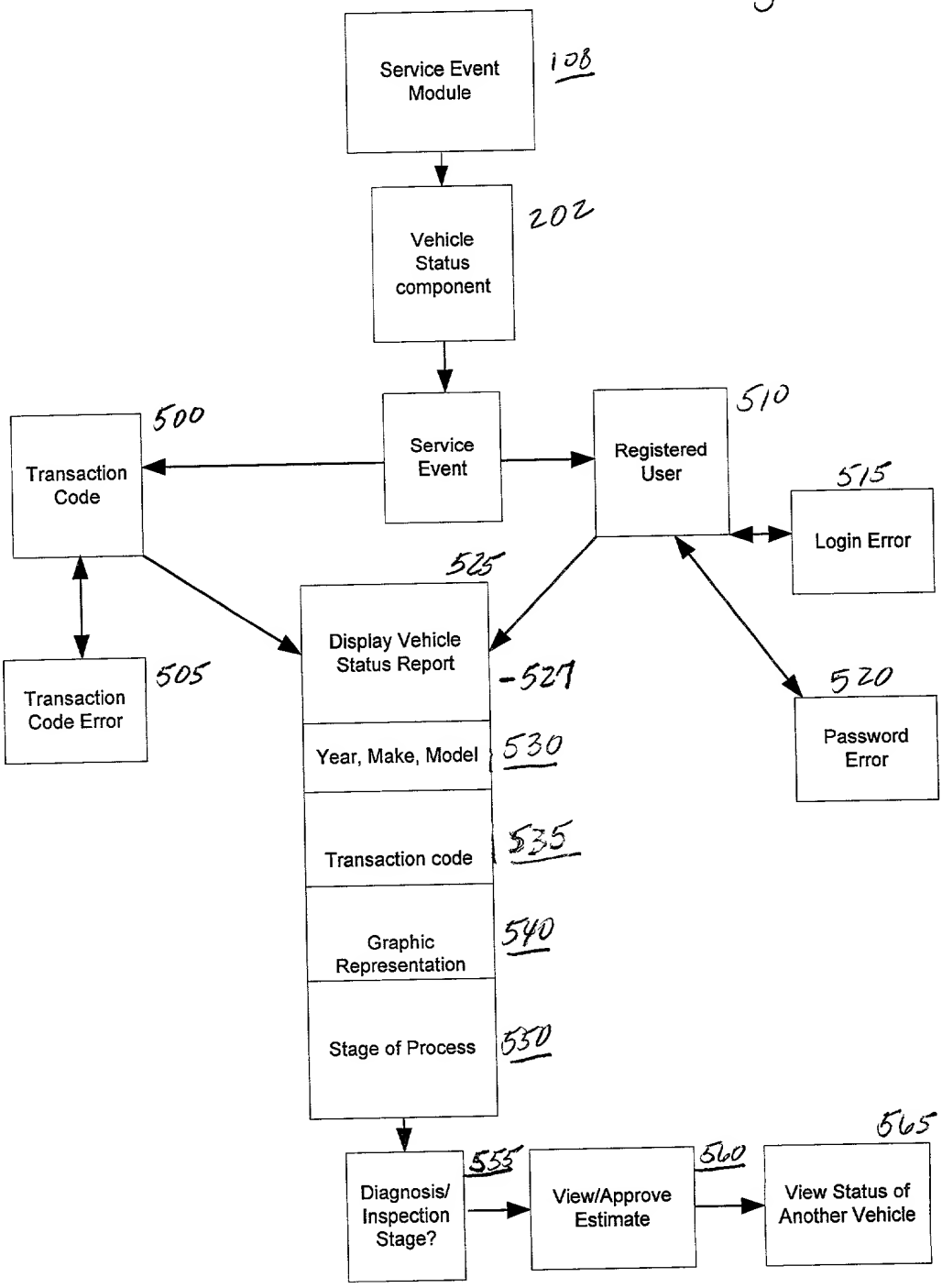

Service Event Module
108
Vehicle Status component
202
Service Event
Transaction Code
500
Registered User
510
Login Error
515
Transaction Code Error
505
Display Vehicle Status Report
525
527
Year, Make, Model
530
Transaction code
535
Graphic Representation
540
Stage of Process
550
Password Error
520
Diagnosis/ Inspection Stage?
555
View/Approve Estimate
560
View Status of Another Vehicle
565

Figure 5

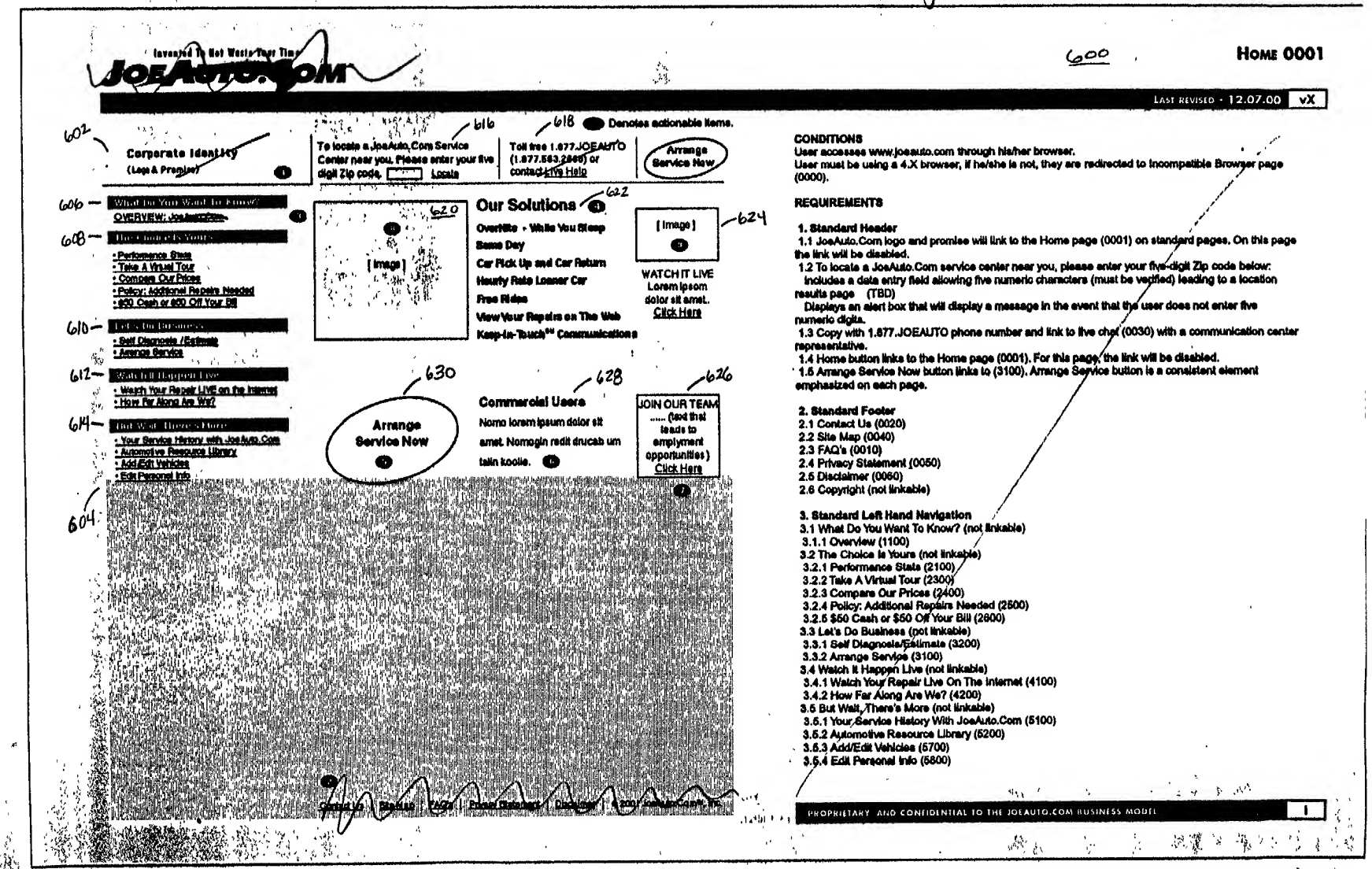
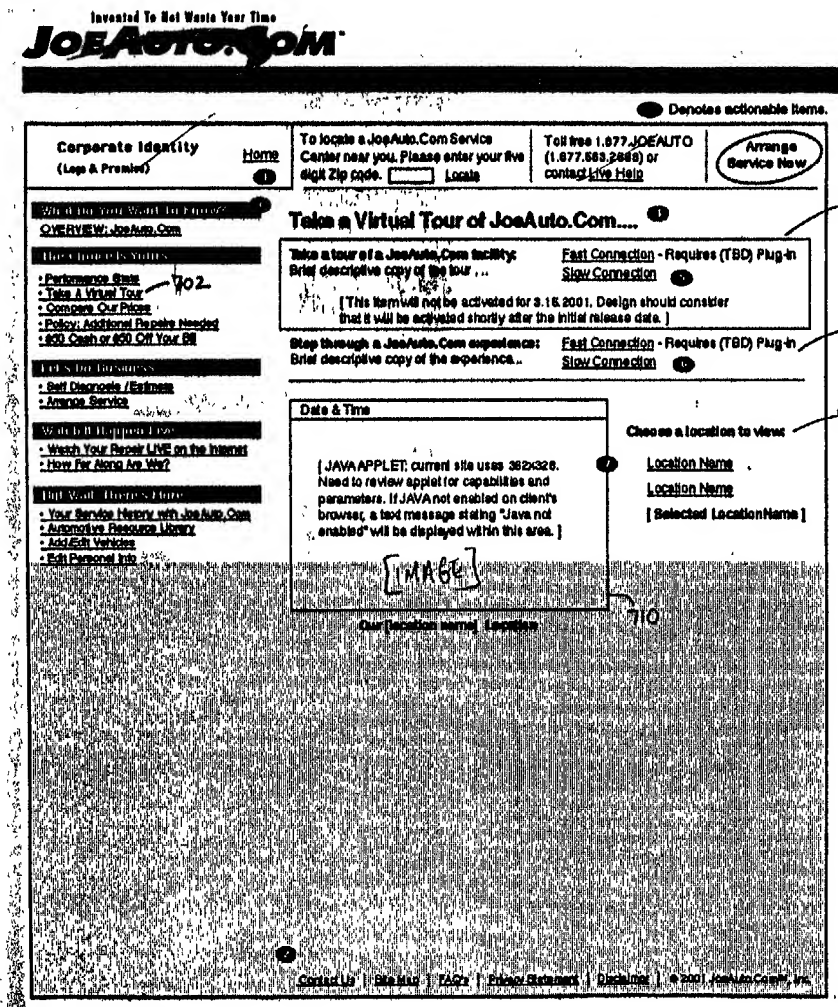

600
HOME 0001
LAST REVISED - 12.07.00 vX
602
Corporate Identity
(Logo & Promise)
606
608
610
612
614
604
616
618 Denotes actionable items.
To locate a JoeAuto.Com Service Center near you, Please enter your five digit Zip code. Locate
Toll free 1.877.JOEAUTO (1.877.563.2868) or contact-Live Help
Arrange Service Now
620
[Image]
Our Solutions
622
Overnite - While You Sleep
Same Day
Car Pick Up and Car Return
Hourly Rate Loaner Car
Free Rides
View Your Repairs on The Web
Keep-In-Touch℠ Communications
[Image]
624
WATCH IT LIVE
Lorem ipsum dolor sit amet.
Click Here
630
Arrange Service Now
628
Commercial Users
Nomo lorem ipsum dolor sit amet. Nomogin redit drucab um talin koolie.
626
JOIN OUR TEAM
..... (text that leads to employment opportunities)
Click Here
Contact Us | Site Map | FAQ's | Privacy Statement | Disclaimer | © 2001 JoeAuto.Com, Inc.
CONDITIONS
User accesses www.joeauto.com through his/her browser.
User must be using a 4.X browser, if he/she is not, they are redirected to Incompatible Browser page (0000).
REQUIREMENTS
1. Standard Header
1.1 JoeAuto.Com logo and promise will link to the Home page (0001) on standard pages. On this page the link will be disabled.
1.2 To locate a JoeAuto.Com service center near you, please enter your five-digit Zip code below:
Includes a data entry field allowing five numeric characters (must be verified) leading to a location results page (TBD)
Displays an alert box that will display a message in the event that the user does not enter five numeric digits.
1.3 Copy with 1.877.JOEAUTO phone number and link to live chat (0030) with a communication center representative.
1.4 Home button links to the Home page (0001). For this page, the link will be disabled.
1.5 Arrange Service Now button links to (3100). Arrange Service button is a consistent element emphasized on each page.
2. Standard Footer
2.1 Contact Us (0020)
2.2 Site Map (0040)
2.3 FAQ's (0010)
2.4 Privacy Statement (0050)
2.5 Disclaimer (0060)
2.6 Copyright (not linkable)
3. Standard Left Hand Navigation
3.1 What Do You Want To Know? (not linkable)
3.1.1 Overview (1100)
3.2 The Choice Is Yours (not linkable)
3.2.1 Performance Stats (2100)
3.2.2 Take A Virtual Tour (2300)
3.2.3 Compare Our Prices (2400)
3.2.4 Policy: Additional Repairs Needed (2500)
3.2.5 $50 Cash or $50 Off Your Bill (2600)
3.3 Let's Do Business (not linkable)
3.3.1 Self Diagnosis/Estimate (3200)
3.3.2 Arrange Service (3100)
3.4 Watch It Happen Live (not linkable)
3.4.1 Watch Your Repair Live On The Internet (4100)
3.4.2 How Far Along Are We? (4200)
3.5 But Wait, There's More (not linkable)
3.5.1 Your Service History With JoeAuto.Com (5100)
3.5.2 Automotive Resource Library (5200)
3.5.3 Add/Edit Vehicles (5700)
3.5.4 Edit Personal Info (5800)
PROPRIETARY AND CONFIDENTIAL TO THE JOEAUTO.COM BUSINESS MODEL
1

Figure 6



CONDITIONS
The Virtual Tour link (2300) has been selected.

REQUIREMENTS

1. Standard Header

2. Standard Footer

3. Standard Left Hand Navigation
3.1 "Take a Virtual Tour" navigation element needs to reflect a selected state indicating the user is within this section. Link is disabled for this page.

4. Take a Virtual Tour of JoeAuto.Com Section Title

5. Tour a JoeAuto.Com Facility (Disabled for 3.15.01 Release)
5.1 Slow Connection (2320 - Pop-up Window 600x400)
5.2 Fast Connection (2310 - Pop-up Window 800x400)
5.2.1 Text Noting " [TBD] Plug In Required." [Technology TBD. Either IPIX or QTVR]
5.3 Brief copy to give a description of the tour

6. Walk Me Through the JoeAuto.Com Experience
6.1 Slow Connection (2340 - Pop-up Window (Size TBD))
6.2 Fast Connection (2330 - Pop-up Window (Size TBD))
6.2.1 Text Noting " [TBD] Plug In Required." [Technology TBD. Either QT, Real Media, or WMP]
6.3 Brief copy to give a description of the tour

7. View Shop
7.1 Default camera view (Selected by JAC - Showcase)
7.1.1 Java Error Message if Java not enabled on user's browser
7.1.2 Loading Image Java Applet (possible progress bar)
7.2 Location Title
7.3 View Other Locations
7.3.1 Locations List (refreshes pages with selected location in view)
7.3.2 Selected location to stand out in list of locations.

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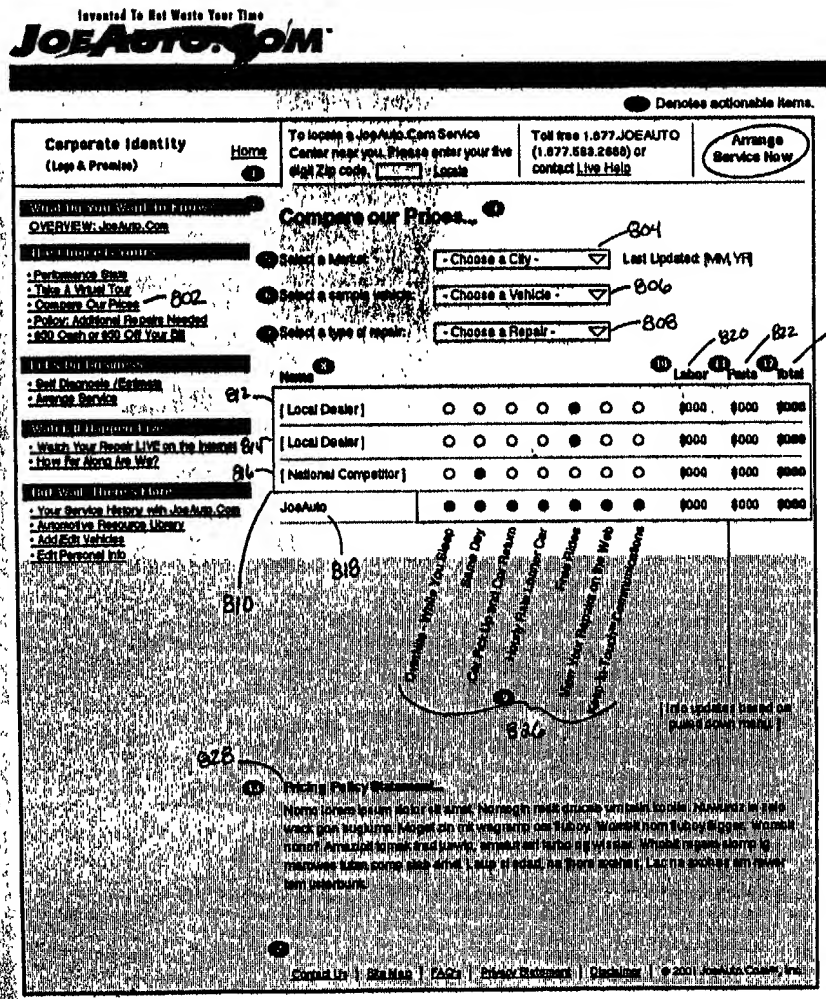
PONESOF T62MB200

Figure 7



800 **CONDITIONS**
The Compare Our Prices (2400) link has been selected.

REQUIREMENTS

1. **Standard Header**

2. **Standard Footer**

3. **Standard Left Hand Navigation**
3.1 Compare Our Prices navigation element will be selected indicating that the user is within this section. Link is disabled.

4. **Compare our Prices ...**

5. **Select a market:**
5.1 Market List
Drop Down List (When multiple markets become available)
Refresh page upon selection
5.2 Last Updated
5.2.1 Date information was updated
Information is updated depending upon which market is selected.

6. **Select a sample vehicle:**
6.1 Vehicle Category (i.e. SUV, Sports Car, etc.)
Make and Model in parenthesis
Drop Down List
Refresh page upon selection

7. **Type of Job**
7.1 Sample Job
Drop Down List
Refresh page upon selection

8. **Name**
8.1 Competitor List
Show three available local competitors for selected vehicle and market
8.2 JoeAuto

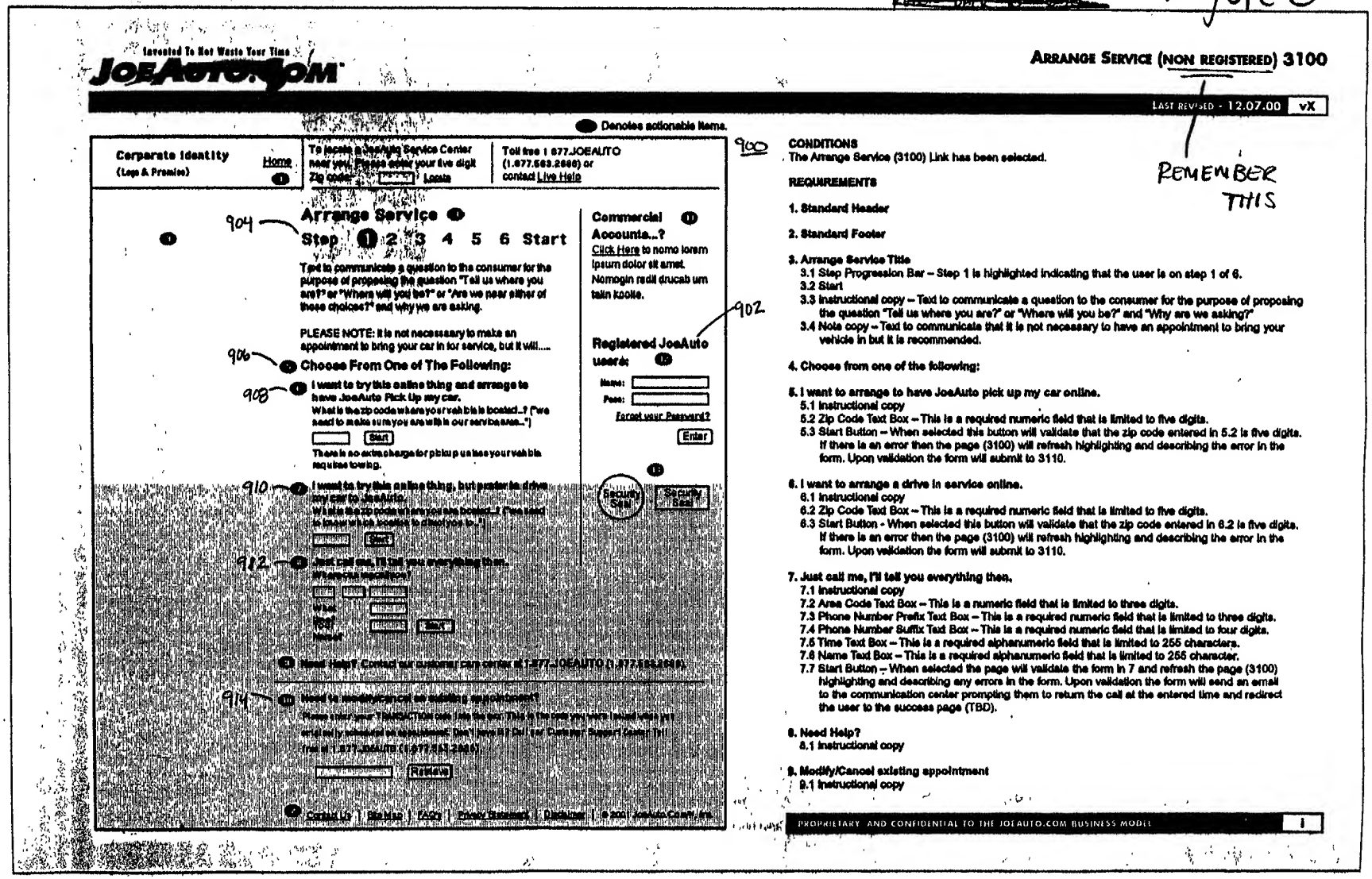
9. **Solutions List**
9.1 JoeAuto Solutions List
9.2 Selection Image
Marked for those competitors or JoeAuto if offered with alternate image if not offered

10. **Labor**
10.1 Labor estimate for competitor listed

11. **Parts**
11.1 Parts estimate for competitor listed

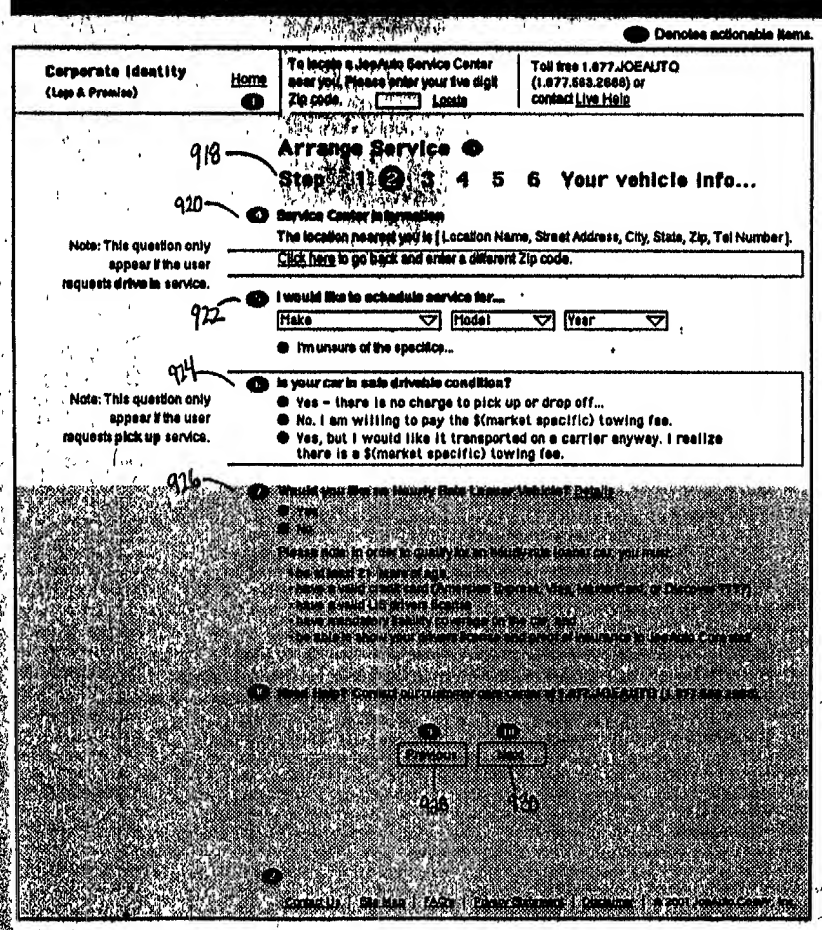
PATENT PENDING

Figure 8



Tones50" To2718200

Figure 9



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916

CONDITIONS
The user has completed step 1 in the arrange service process.

REQUIREMENTS

1. Standard Header

2. Standard Footer

3. Arrange Service Title
   - 3.1 Step Progression Bar – Step 2 is highlighted indicating that the user is on step 2 of 6.
   - 3.2 Vehicle Information

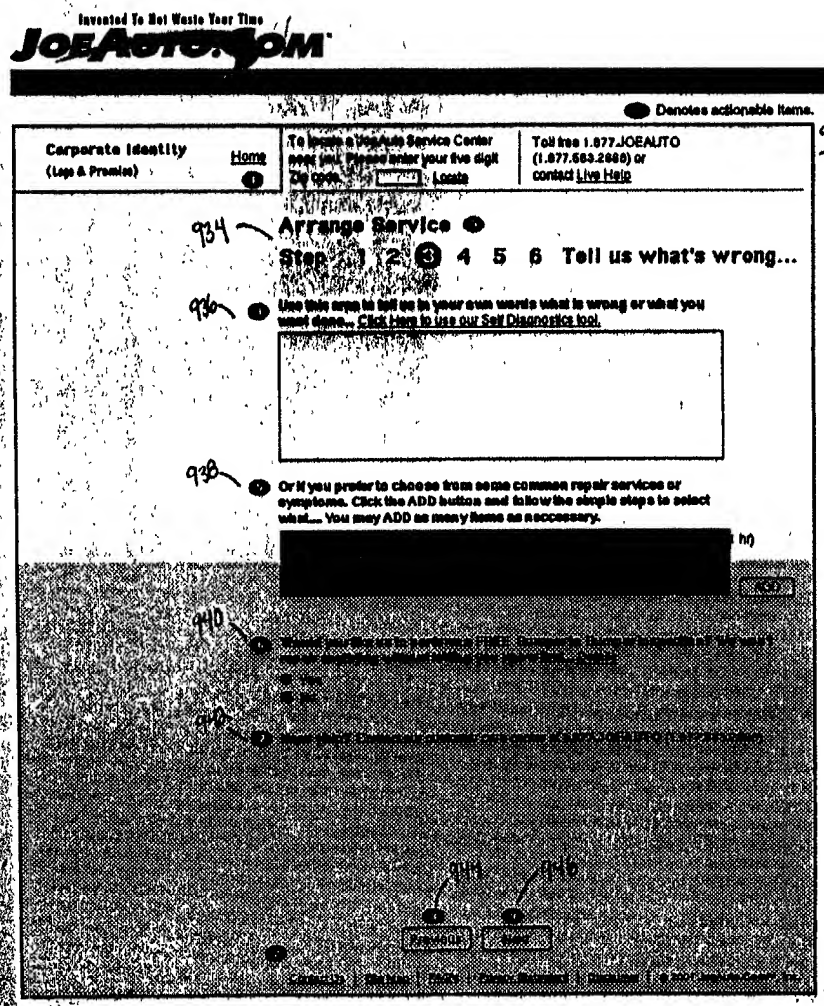
4. JoeAuto Service Center Information
   - 4.1 Location Information – This information is populated from the database based upon the zip code that the user entered in step 1.
     - 4.1.1 Location Name
     - 4.1.2 Street Address
     - 4.1.3 City
     - 4.1.4 State
     - 4.1.5 Zip
     - 4.1.6 Communication Center Telephone Number
   - 4.2 Click Here (3100) to go back and try another zip code – This is only visible if the user has selected to drive into the JoeAuto Service Center.

5. Vehicle Specifics
   - 5.1 Make, Model and Year Selection
     - 5.1.1 Make Drop Down Box – This field is required unless the user selects 5.4. When the user makes this selection, the page (3110) will refresh, populating field 5.2 based upon the Make selected. The information used to populate this field is pulled from the VAST system database.
     - 5.1.2 Model Drop Down Box – This field is required unless the user selects 5.4. When the user makes this selection, the page (3110) will refresh, populating field 5.3 based upon the Model selected. The information used to populate this field is pulled from the VAST system database.
     - 5.1.3 Year Drop Down Box – This field is required unless the user selects 5.4. The information used to populate this field is pulled from the VAST system database.
   - 5.2 I'm unsure Radio Button – This field is not required unless the user has not selected the fields in 5.1.

6. Safe Drivable Condition – This information is only visible if the user has selected to us the pick up service. One option in this section is required to move to the next section.
   - 6.1 Yes Radio Button
     - 6.1.1 Descriptive copy
   - 6.2 No Radio Button
     - 6.2.1 Descriptive copy
     - 6.2.2 Market Specific Towing Charge – This information is based upon the zip code that the user entered in step one and is pulled from a database.
   - 6.3 Yes, Tow anyway
     - 6.3.1 Descriptive copy

PENDING PATENT

Figure 10



932

ARRANGE SERVICE - STEP 3 (NON REGISTERED) 3112

LAST REVISED - 12.07.00 vX

CONDITIONS
The user has completed steps 1 and 2 in the Arrange Service process.

REQUIREMENTS

1. Standard Header

2. Standard Footer

3. Arrange Service Title
   3.1 Step Progression Bar – Step 3 is highlighted indicating that the user is on step 3 of 6.
   3.2 What's Wrong

4. Free Form Service Description – This section is required if the user does not choose to utilize section 5.
   4.1 Instructive copy
   4.2 Self Diagnostics Tool (3200)
      4.2.1 Descriptive copy
   4.3 Description Text Box – This field is a "memo sized" alphanumeric field.

5. Assisted Service Description – This section is required if the user does not choose to utilize section 4.
   5.1 Descriptive copy
   5.2 Service Line Item – When there is no line items then add some instructional copy telling the user to click the add button to add a service item
      5.2.1 Edit Button (3117) – When this button is selected it triggers a pop-up window with the fields populated for editing.
      5.2.2 Delete Button – When selected this button is selected it triggers a pop-up confirmation window with a cancel and an accept button. If the user selects the accept button then the page (3120) is refreshed with this line item deleted else the confirmation window closes and the screen remains the same.
      5.2.3 Item Number – This is a counter that increments with each line item.
      5.2.4 Problem Area – This field is based upon the fields that the user selected inside the symptoms window.
      5.2.5 Symptom – This field is based upon the fields that the user selected inside the symptoms window.
      5.2.6 Details – This field is based upon the fields that the user selected inside the symptoms window.
      5.2.7 Estimate – This field is based upon the service requested and the market specific rate for that service.
      5.2.8 Add Button (3170) – Selection of the Add Button causes a pop-up window to open.

6. Bumper to Bumper Inspection – One of the options in this section are required.
   6.1 Descriptive copy
   6.2 Yes Radio Button
   6.3 No Radio Button

7. Need Help
   7.1 Instructional copy

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Figure 11

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ARRANGE SERVICE - STEP 4 (NON REGISTERED) 3120

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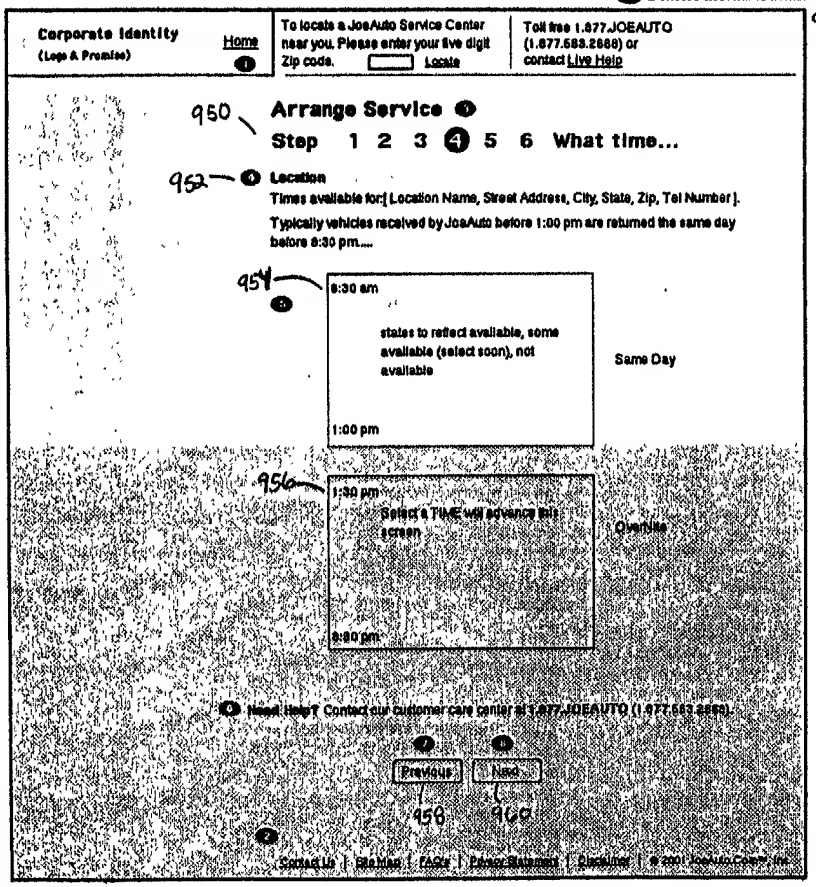
● Denotes actionable items.



948

CONDITIONS
The user has completed steps 1, 2 and 3 in the Arrange Service process.

REQUIREMENTS

1. Standard Header

2. Standard Footer

3. Arrange Service Title
- 3.1 Step Progression Bar – Step 4 is highlighted indicating that the user is on step 4 of 6.
- 3.2 What Time

4. Location Schedule
- 4.1 Descriptive copy
- 4.2 Location Information – This information is based upon the zip code that the user entered in step 1 and is pulled from a Locations database.
  - 4.2.1 Location Name
  - 4.2.2 Street Address
  - 4.2.3 City
  - 4.2.4 State
  - 4.2.5 Zip Code
  - 4.2.6 Communication Center Telephone Number

5. Descartes Scheduling Tool
- 5.1 Instructive Copy
- 5.2 Descartes Scheduler – This tool displays the schedule for the next seven days in thirty-minute intervals (similar to www.webvan.com scheduling tool). The time slot graphic changes colors depending upon the availability of that time slot (i.e. Available, Going Fast, Gone). The background of the scheduling tool changes depending upon the turn around qualifications (i.e. Same Day, OverNite) for that time slot. The user selects the time slot that they wish to schedule an event for by clicking on that image causing the form to submit to 3130 with that time marked as the desired time. If the user is returning to this screen by using the previous button or edit button then the image marking the time that was previously selected has changed to note that this time has already been reserved for the user.

6. Need Help
- 6.1 Instructional copy

7. Previous Button – Selection of this button links to 3112 with the information populated that was entered in step 3.

8. Next Button – This button is only visible if the user is returning to this screen and has previously reserved a time. Selection of this button causes the form is submitted to 3130.

NOTES
- If the user has not complete steps 1, 2 and 3 in the Arrange Service process than the user will be redirected to 3100.

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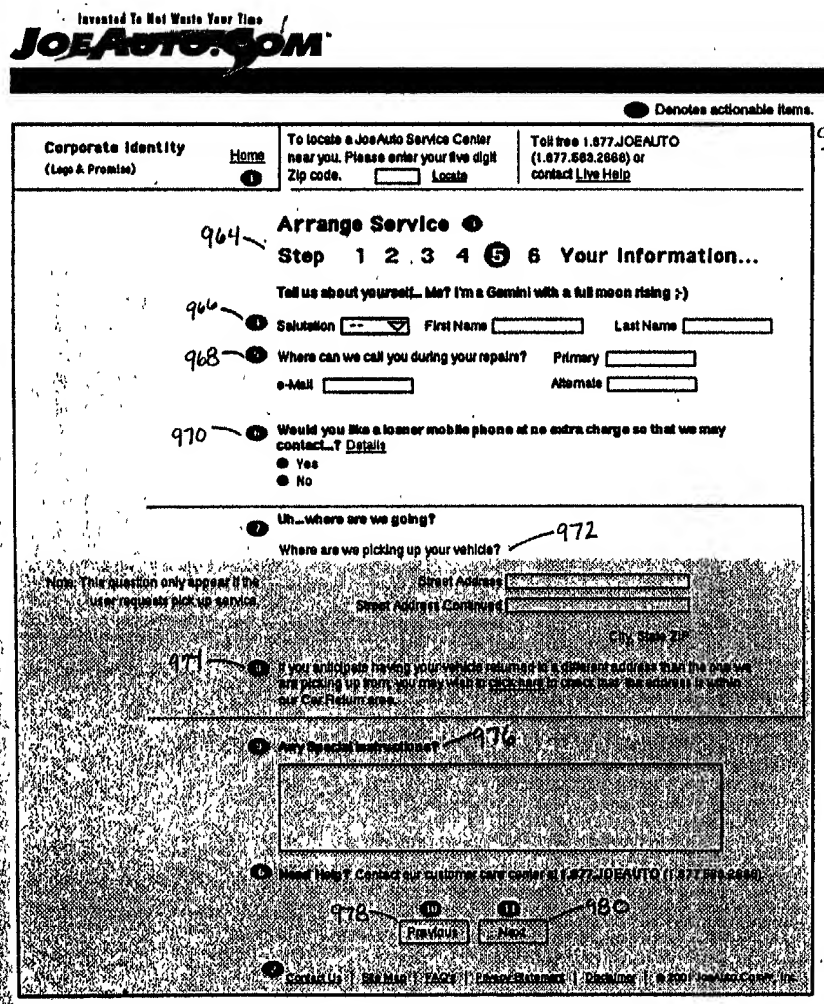
Figure 12



Arrange Service - Step 5 (non registered) 3130

Last revised - 12.07.00 vX

CONDITIONS
The user has completed steps 1, 2, 3 and 4 in the Arrange Service process.

REQUIREMENTS

1. Standard Header

2. Standard Footer

3. Arrange Service Title
   3.1 Step Progression Bar – Step 5 is highlighted indicating that the user is on step 5 of 6.
   3.2 Personal Information

4. Name
   4.1 Salutation Drop Down Box
   4.2 First Name Text Box – This is a required alphanumeric field that is limited to 255 characters.
   4.3 Last Name Text Box – This is a required alphanumeric field that is limited to 255 characters.

5. Contact Information
   5.1 Primary Phone Number – This is a required section.
      5.1.1 Area Code Text Box – This is a numeric field that is limited to 3 digits.
      5.1.2 Prefix Text Box – This is a numeric field that is limited to 3 digits.
      5.1.3 Suffix Text Box – This is a numeric field that is limited to 4 digits.
   5.2 Alternate Phone Number
      5.2.1 Area Code Text Box – This is a numeric field that is limited to 3 digits.
      5.2.2 Prefix Text Box – This is a numeric field that is limited to 3 digits.
      5.2.3 Suffix Text Box – This is a numeric field that is limited to 4 digits.
   5.3 E-Mail Address Text Box – This is a required alphanumeric field that is limited to 255 characters. This field needs to follow the standard email address format (i.e. username@url.domain).

6. Loaner Mobile Phone – One option in this section is required.
   6.1 Descriptive copy
   6.2 Details (3176)
   6.3 Yes Radio Button
   6.4 No Radio Button

7. Pick Up Address
   7.1 Descriptive copy
   7.2 Street Address 1 Text Box – This is a required alphanumeric field that is limited to 255 characters.
   7.3 Street Address 2 Text Box – This is an alphanumeric field that is limited to 255 characters.
   7.4 City – This is populated from the Zip Code database based upon the zip code that the user has entered.
   7.5 State – This is populated from the Zip Code database based upon the zip code that the user has entered.
   7.6 Zip – This is the zip code that the user entered in step 1.
   7.7 Return Address
      7.7.1 Descriptive/Instructive copy
      7.7.2 Click Here (TBD) to validate – Selecting this link will cause a pop-up window.

8. Special Instructions

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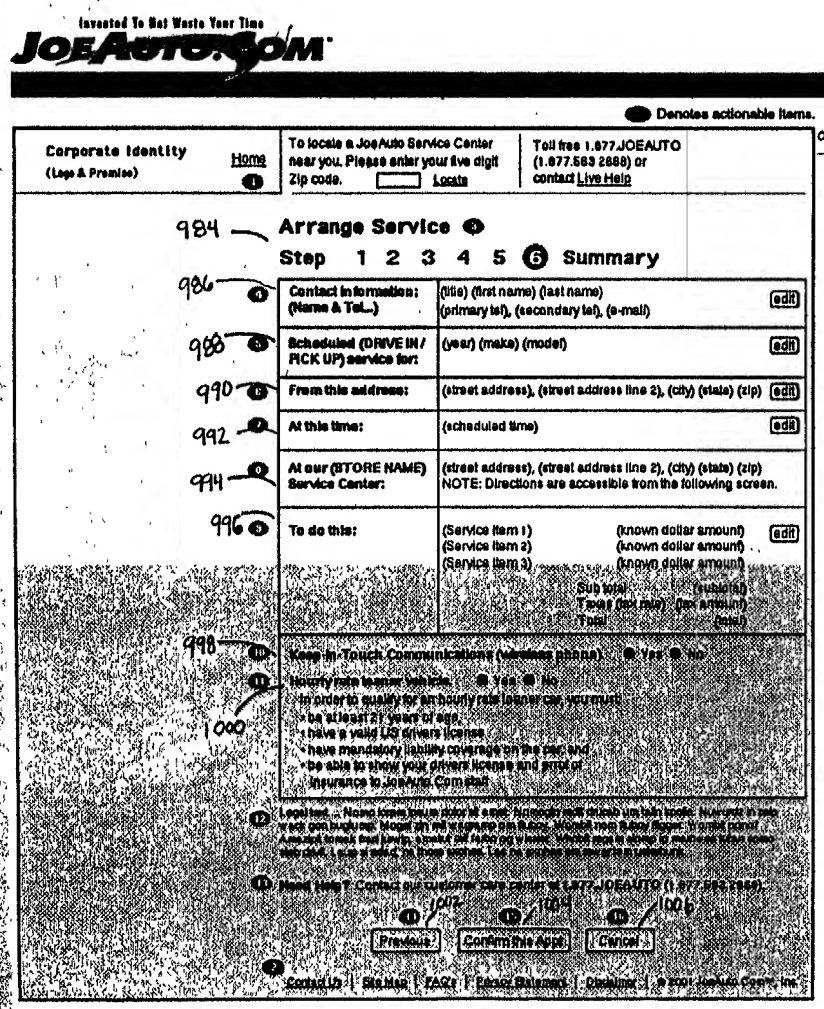
Figure 13



ARRANGE SERVICE - STEP 6 (NON REGISTERED) 3140

LAST REVISED - 12.07.00 vX

CONDITIONS
The user has completed steps 1, 2, 3, 4 and 5 in the Arrange Service process.

REQUIREMENTS

1. Standard Header

2. Standard Footer

3. Arrange Service Title
   3.1 Step Progression Bar – Step 6 is highlighted indicating that the user is on step 6 of 6.
   3.2 Summary

4. Contact Information – Information in this section is populated by what the users has selected on 3130.
   4.1 Title
   4.2 First Name
   4.3 Last Name
   4.4 Primary Telephone Number
   4.5 Alternate Telephone Number
   4.6 E-Mail Address
   4.7 Edit Button – If this button is selected than the user is redirected to 3130 populated with their previous entries.

5. Vehicle Information – Information in this section is populated by what the users has selected on 3110. In the title of this section the type of service (i.e. Pick Up or Drive In) should be indicated.
   5.1 Year
   5.2 Make
   5.3 Model
   5.4 Edit Button – If this button is selected than the user is redirected to 3110 populated with their previous entries.

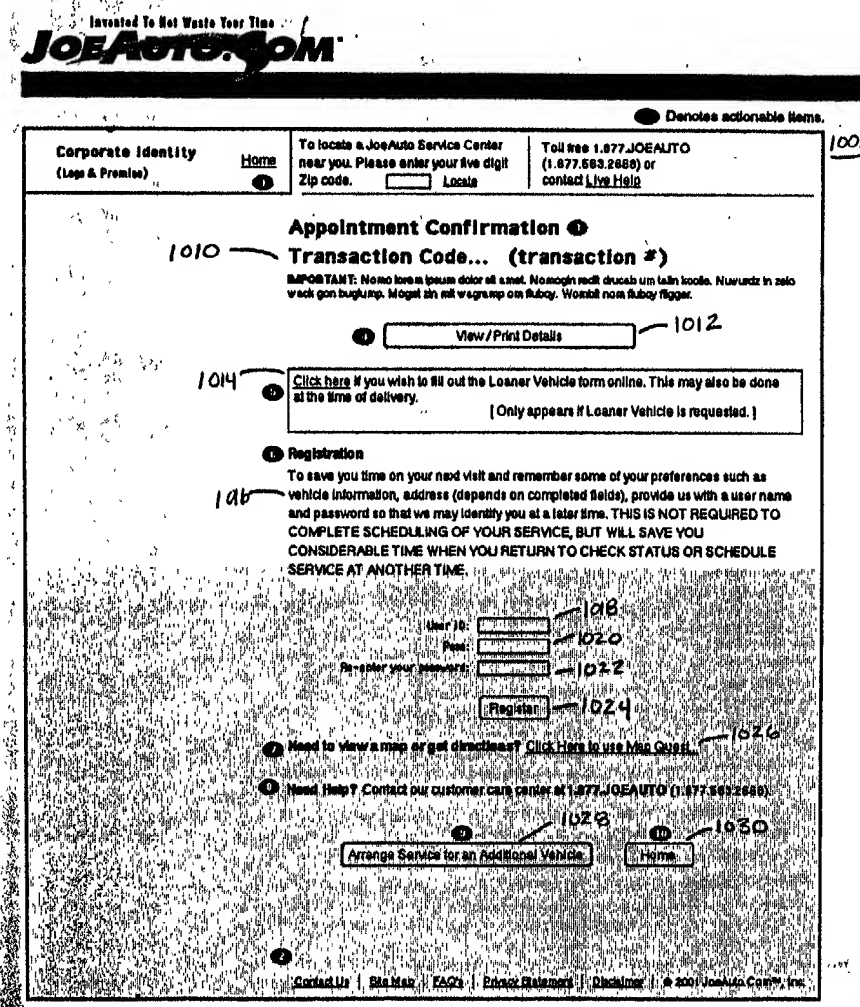
6. Pick Up Address – Information in this section is populated by what the users has selected on 3130. This section is only visible if the user has selected pick up service.
   6.1 Street Address 1
   6.2 Street Address 2
   6.3 City
   6.4 State
   6.5 Zip
   6.6 Edit Button – If this button is selected than the user is redirected to 3130 populated with their previous entries.

7. Time – Information in this section is populated by what the users has selected in 3120.
   7.1 Date
   7.2 Time
   7.3 Edit Button – If this button is selected than the user is redirected to 3120 populated with their reserved time already marked.

8. Service Center Location – Information in this section is populated by the Locations database based upon what zip code the user has entered.

TOME50 T62n8260

Figure 14



ARRANGE SERVICE - SUCCESS (NON REGISTERED) 3150

LAST REVISED - 12.07.00 vX

CONDITIONS
The user has completed all the steps in the Arrange Service process.

REQUIREMENTS

1. Standard Header

2. Standard Footer

3. Appointment Confirmation
   - 3.1 Transaction Code – This is a unique random alphanumeric code that is generated for each transaction.
   - 3.2 Important copy – Needs to inform the user that this code is needed to access this information at a later time unless the user registers with JoeAuto.

4. Loaner Vehicle Form – This section is only visible if the user has requested a loaner vehicle.
   - 4.1 Click Here (TBD) – This link will cause a pop-up window with the application.
   - 4.2 Descriptive/Instructional copy

5. Registration
   - 5.1 Descriptive copy
   - 5.2 Username Text Box – This is a required alphanumeric field that is limited to 255 characters.
   - 5.3 Password Text Box – This is a required alphanumeric field that is limited to 255 characters.
   - 5.4 Password Verification Text Box – This is a required alphanumeric field that is limited to 255 characters. This field is used to verify the password that was entered in 5.3.
   - 5.5 Register Button – Selecting this button will cause the verification of the form in 5, causing the page (3150) to be refreshed highlighting and describing any errors on the page. Upon verification the form is submitted to (TBD).

6. Map/Directions
   - 6.1 Descriptive copy
   - 6.2 Click Here (3162) – Push the information needed to look up the map or direction of the JoeAuto Service Center.

7. Need Help
   - 7.1 Instructional copy

8. Arrange Service For Another Vehicle Button (3100) – This send the user to 3100 but populates all of the personal information for the user from the information that was submitted during the first process.

9. Home Button (0001)

NOTES
- If the user has not completed all the steps in the Arrange Service process than the user will be redirected to 3100.

Figure 15

Invented To Not Waste Your Time

JoeAuto.com

Arrange Service - Success Print 3152

Last revised - 12.07.00 vX

● Denotes actionable items.

1032

Corporate Identity (Logo & Promise) ❶

Appointment Confirmation ❷

Transaction Code... (transaction #) 1034

IMPORTANT: Nemo lorem ipsum dolor sit amet. Nomogin redit duseb um tatin laolis. Nuwuck in zeto wack gon bugtuwp. Mogel zin mi wegnamp om flubcy. Wombit nom flubcy flggor.

❿ Directions: 1036

From (Interstate?): ❸ 1038
Lorem ipsom dolor sit amet...

From (Interstate?): ❹ 1040
Lorem ipsom dolor sit amet...

From (Interstate?): ❺ 1042
Lorem ipsom dolor sit amet...

❻ 1044

❼ 1046

Contact information: (name & Tel...) ❸	(title) (first name) (last name) (primary tel), (secondary tel), (e-mail)
Scheduled (DRIVE IN / PICK UP) service for: ❹	(year) (make) (model)
From this address: ❺	(street address), (street address line 2), (city) (state) (zip)
At this time: ❻	(scheduled time)
At our (STORE NAME) Service Center: ❼	(street address), (street address line 2), (city) (state) (zip)
To do this: ❽	(Symptom or problem 1) (known dollar amount) (Symptom or problem 2) (known dollar amount) (Symptom or problem 3) (known dollar amount)
	Sub total (subtotal) Taxes (tax rate) (tax amount) Total (total)

❾ **Keep-in-Touch Communications** (wireless phone). (Yes/No) 1048

❿ **Hourly rate loaner vehicle.** (Yes/No) 1050

In order to qualify for an hourly rate loaner car, you must:
- be at least 21 years of age;
- have a valid US drivers license;
- have mandatory liability coverage on the car; and
- be able to show your drivers license and proof of insurance to JoeAuto.Com staff.

⓫ Legal fee... Nemo lorem ipsum dolor sit amet. Nomogin redit duseb um tatin laolis. Nuwuck in zeto wack gon bugtuwp. Mogel zin mi wegnamp om flubcy. Wombit nom flubcy flggor. Wuwuck nom flubcy flggor. Nemo lorem ipsum dolor sit amet. Nomogin redit duseb um tatin laolis. Nuwuck in zeto wack gon bugtuwp. Mogel zin mi wegnamp om flubcy. Wombit nom flubcy flggor. Wuwuck nom flubcy flggor.

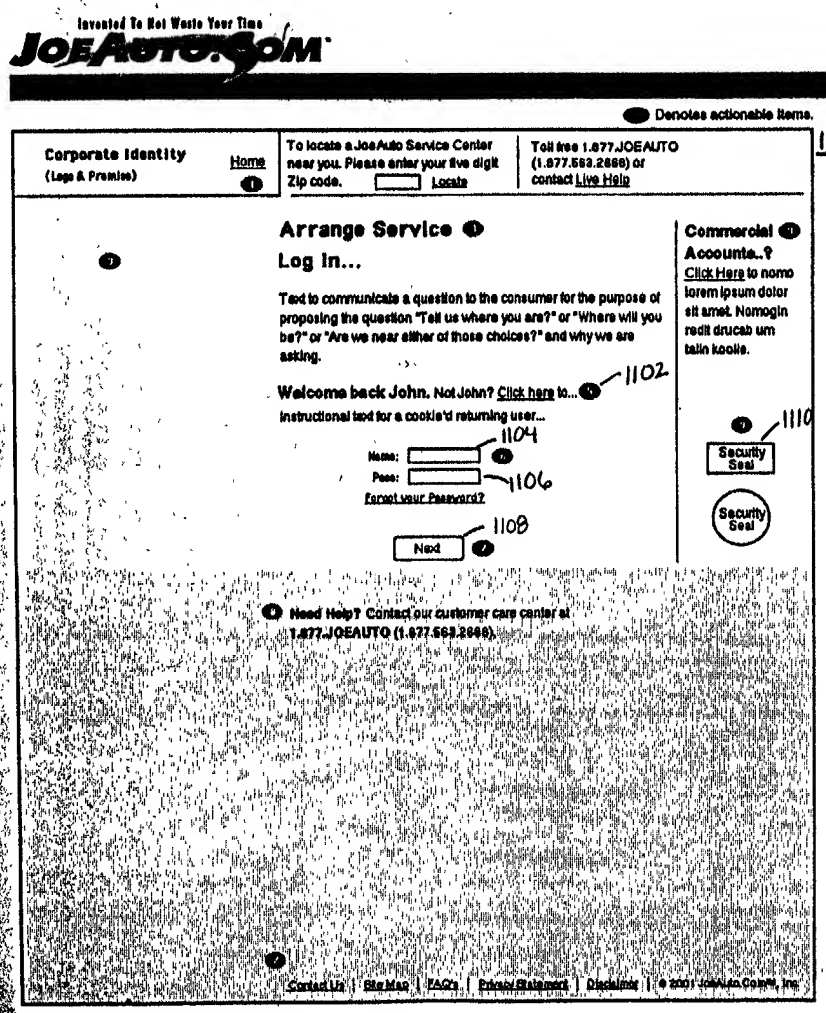
1052 ⓬ Print This Page ⓭ Close Window 1054

CONDITIONS
The View/Print Details (3152) Link has been selected. The user has already arranged service and is logged in.

REQUIREMENTS

1. **Corporate Identity**
   - 1.1 Logo
   - 1.2 Promise
2. **Appointment Confirmation**
   - 2.1 Transaction Code -- This is a unique random alphanumeric code that is generated for each transaction.
   - 2.2 Important copy -- Needs to inform the user that this code is needed to access this information at a later time unless the user registers with JoeAuto.
3. **Contact Information** -- Information in this section is populated by what the users has selected on 3130.
   - 3.1 Title
   - 3.2 First Name
   - 3.3 Last Name
   - 3.4 Primary Telephone Number
   - 3.5 Alternate Telephone Number
   - 3.6 E-Mail Address
4. **Vehicle Information** -- Information in this section is populated by what the users has selected on 3110. In the title of this section the type of service (i.e. Pick Up or Drive In) should be indicated.
   - 4.1 Year
   - 4.2 Make
   - 4.3 Model
5. **Pick Up Address** -- Information in this section is populated by what the users has selected on 3130. This section is only visible if the user has selected pick up service.
   - 5.1 Street Address 1
   - 5.2 Street Address 2
   - 5.3 City
   - 5.4 State
   - 5.5 Zip
6. **Time** -- Information in this section is populated by what the users has selected in 3120.
   - 6.1 Date
   - 6.2 Time
7. **Service Center Location** -- Information in this section is populated by the Locations database based upon what zip code the user has entered.
   - 7.1 Location Name
   - 7.2 Street Address 1
   - 7.3 Street Address 2
   - 7.4 City
   - 7.5 State

Figure 16



ARRANGE SERVICE (REGISTERED) 3105

LAST REVISED · 12.07.00 vX

CONDITIONS
The Arrange Service Link (3100) and this computer has a registered user cookie on it.

REQUIREMENTS

1. Standard Header
1.1 Arrange Service navigation element will be disabled.

2. Standard Footer

3. No Left Hand Navigation

4. Arrange Service Title
4.1 Log in ...
4.2 Instructional Copy

5. Welcome Copy
5.1 Welcome back (COOKIED USER).
5.1.1 Click Here if not (COOKIED USER) (3100)
5.2 Instructional copy

6. Login Area
6.1 Username
Alphanumeric
Required (field not empty)
6.2 Password
Alphanumeric
Required (field not empty)
6.3 Forgot Password? (TBD)

7. Next Button
Validate Form
Submits Form

8. Looking for Fleet Service?
8.1 Instructive copy
8.2 Click Here (9000)

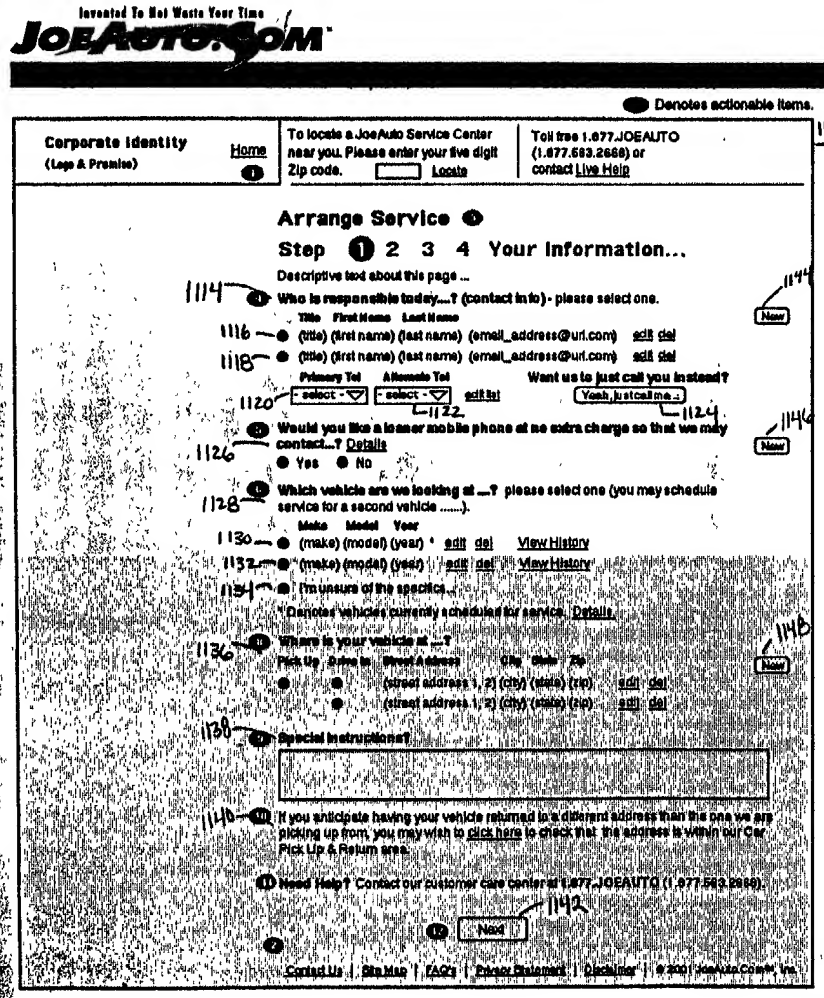
9. Security Seals (TBD)

NOTES

- Form validation causes page to refresh with errors highlighted
- Form submits to 3115

PROPRIETARY AND CONFIDENTIAL TO THE JOEAUTO.COM BUSINESS MODEL

Figure 17



Arrange Service - Info (registered) 3115

Last revised - 12.07.00 vX

CONDITIONS
User has logged into the arrange service section for registered users. The user has also does not have currently arranged service.

REQUIREMENTS

1. Standard Header
1.1 Arrange Service navigation element will be disabled.

2. Standard Footer

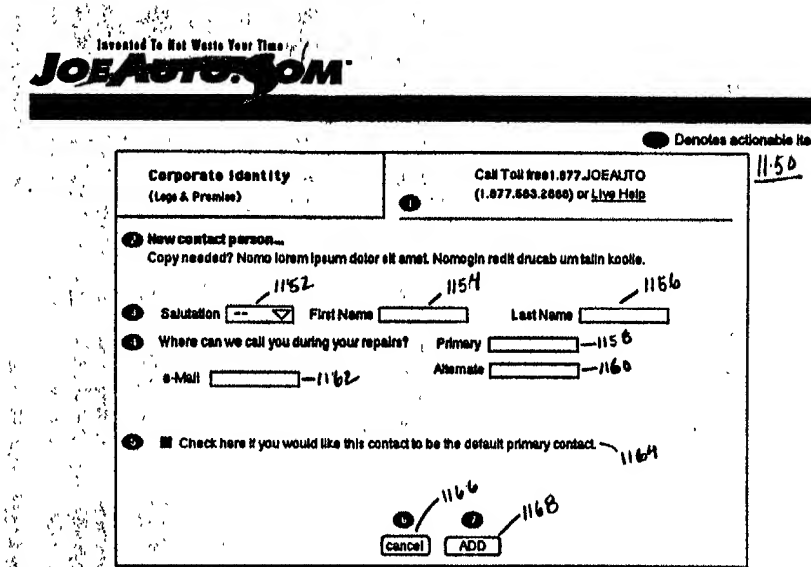
3. Arrange Service Title
3.1 Step Progression Bar
3.1.1 Step 1 is highlighted
3.2 Your Information ...

4. Who is responsible today ...? (contact info) - please select one.
4.1 Contact Title Bar
4.1.1 Title
4.1.2 First Name
4.1.3 Last Name
4.1.4 Primary Telephone
4.1.5 Alternate Telephone
4.1.6 Email Address
4.2 Add Button
Pop-up window (3116)
4.3 Stored Contact List
4.3.1 Radio Button
If preference is set then select default contact
4.3.2 Title
4.3.3 First Name
4.3.3 Last Name
4.3.4 Primary Telephone
4.3.5 Alternate Telephone
4.3.6 Email Address
4.3.7 Edit Button
Pop-up window (3116)
Prepopulate fields
4.3.8 Delete Button
Pop-up confirmation window

5. Would you like a mobile phone at no extra charge?
5.1 Yes
Radio
Require 5.1 or 5.2 (field has been selected)
5.2 No
Radio
Require 5.1 or 5.2 (field has been selected)
5.3 Details (3176)

PROPRIETARY AND CONFIDENTIAL TO THE JOEAUTO.COM BUSINESS MODEL

Figure 18



ARRANGE SERVICE - NEW CONTACT (REGISTERED) 3116

LAST REVISED - 12.07.00 vX

CONDITIONS
The New Conctact Link (3116) has been selected.
The user is a registered user.

REQUIREMENTS

1. Corporate Identity
1.1 Logo
1.2 Promise
1.3 Call Toll free 1.877.JOEAUTO (1.877.563.2668) or Live Help

2. New contact person ...
2.1 Instructional copy

3. Personal Information
3.1 Salutation
Drop Down Selection
3.2 First Name
Text Box
Alphanumberic
Required (field not empty)
3.3 Last Name
Text Box
Alphanumberic
Required (field not empty)

4. Where can we call you?
4.1 Primary Telephone Number
Text Box
Alphanumeric
Required (field not empty)
4.2 Alternate Telephone Number
Text Box
Alphanumeric
4.3 Email Address
Text Box
Alphanumeric
Required (field not empty)

5. Check here if you would like this contact to be the default primary contact.
Check Box

6. Cancel Button
Closes window

7. Add Button
Validates Form
Submits Form

PROPRIETARY AND CONFIDENTIAL TO THE JOEAUTO.COM BUSINESS MODEL

Figure 19

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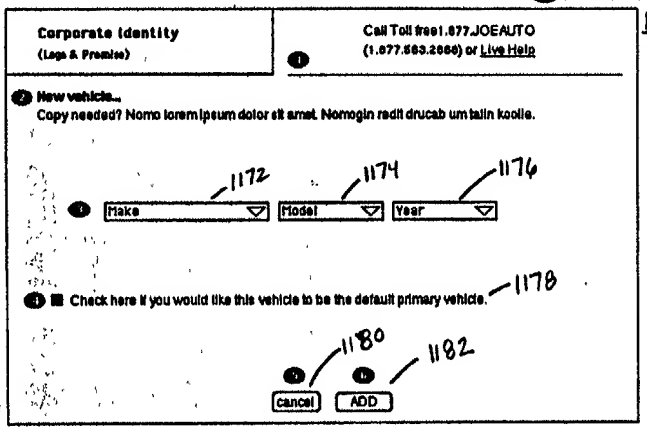
ARRANGE SERVICE - NEW VEHICLE (REGISTERED) 3117

LAST REVISED - 12.07.00 vX

● Denotes actionable items.



CONDITIONS
The New Vehicle Link (3117) has been selected.
The user is a registered user.

REQUIREMENTS

1. Corporate Identity
1.1 Logo
1.2 Promise
1.3 Call Toll free 1.877.JOEAUTO (1.877.563.2668) or Live Help

2. New vehicle ...
2.1 Instructional copy

3. Vehicle Information
3.1 Make
Require 3.1, 3.2, and 3.3 (field selected)
3.2 Model - Populated by selection of Make
Grey this section out until Make is selected
Require 3.1, 3.2, and 3.3 (field selected)
3.3 Year - Populated by selection of Model
Grey this section out until Model is selected
Require 3.1, 3.2, and 3.3 (field selected)

4. Check here if you would like this contact to be the default primary vehicle.
Check Box

5. Cancel Button
Closes window

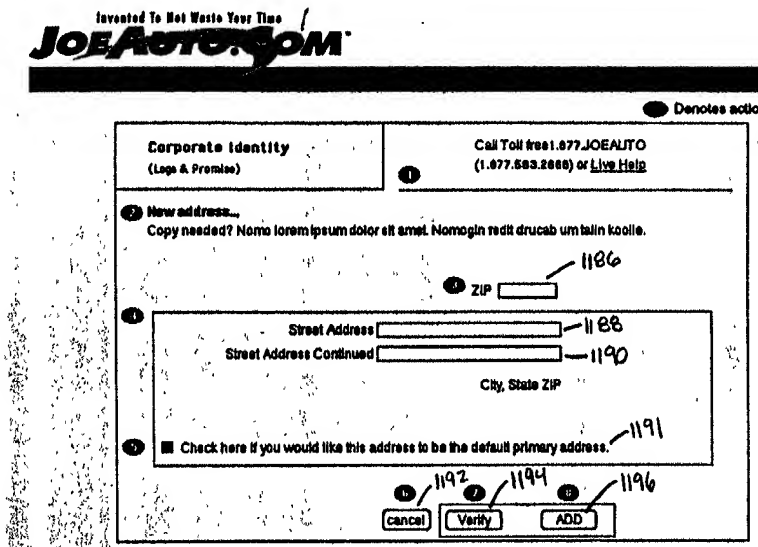
6. Add Button
Validates Form
Submits Form

NOTES

- Form validation causes page to refresh with errors highlighted
- Upon validation the form is submitted and the window closes after refreshing the parent window

PROPRIETARY AND CONFIDENTIAL TO THE JOEAUTO.COM BUSINESS MODEL

Figure 20



ARRANGE SERVICE - NEW ADDRESS (REGISTERED) 3118

LAST REVISED - 12.07.00 vX

Denotes actionable items.

CONDITIONS
The New Address Link (3118) has been selected.
The user is a registered user.

REQUIREMENTS

1. Corporate Identity
1.1 Logo
1.2 Promise
1.3 Call Toll free 1.877.JOEAUTO (1.877.563.2688) or Live Help

2. New address ...
2.1 Instructional copy

3. Zip Code
Text Box
Visible until the Zip Code has been validated
Required (field not empty)

4. Address
Only visible after Zip Code has been verified
4.1 Street Address 1
Text Box
Required (field not empty)
4.2 Street Address 2
Text Box
4.3 City
Hard Coded Text
Populated from Zip Code
4.4 State
Hard Coded Text
Populated from Zip Code
4.5 Zip
Hard Coded Text
Populated from Zip Code

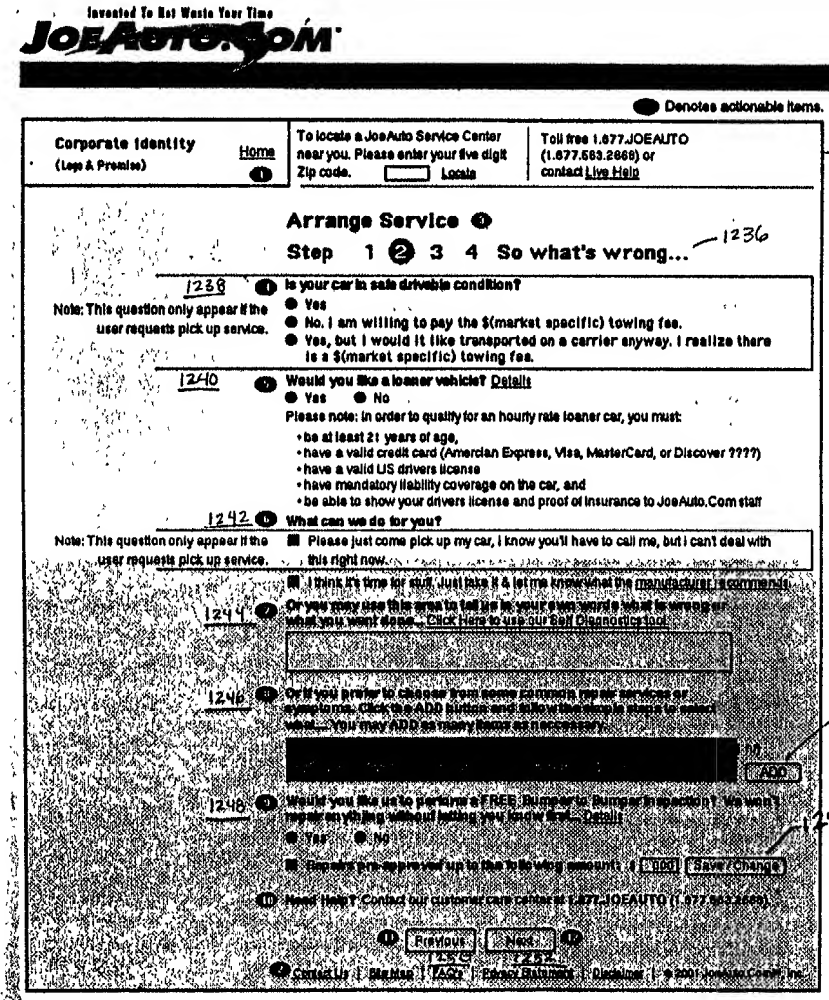
5. Check here if you would like this address to be the default primary address
Only visible after Zip Code has been verified
Check Box

6. Cancel Button
Closes window

7. Verify Button
Visible until the Zip Code has been validated
Validates Form - Refreshes page with Zip Code error messages in appropriate places
Submits Form
Refreshes Window

PROPRIETARY AND CONFIDENTIAL TO THE JOEAUTO.COM BUSINESS MODEL

Figure 21



ARRANGE SERVICE - CONCERNS (REGISTERED) 3125

LAST REVISED - 12.07.00 vX

CONDITIONS
User is a registered user and has completed the first step in the arrange service process.

REQUIREMENTS

1. Standard Header
1.1 Arrange Service navigation element will be disabled.

2. Standard Footer

3. Arrange Service Title
3.1 Step Progression Bar
3.1.1 Step 2 is highlighted
3.2 So what's wrong ...

4. Is your car in safe drivable condition?
Visible if pick up service is requested
No default selection
4.1 Yes
Radio
Require 4.1, 4.2, or 4.3 (field selected)
4.2 No. I am willing to pay the $(market specific) towing fee.
Radio
Require 4.1, 4.2, or 4.3 (field selected)
4.3 Yes, but I would like it transported on a carrier anyway. I realize there is a $(market specific) towing fee.
Radio
Require 4.1, 4.2, or 4.3 (field selected)

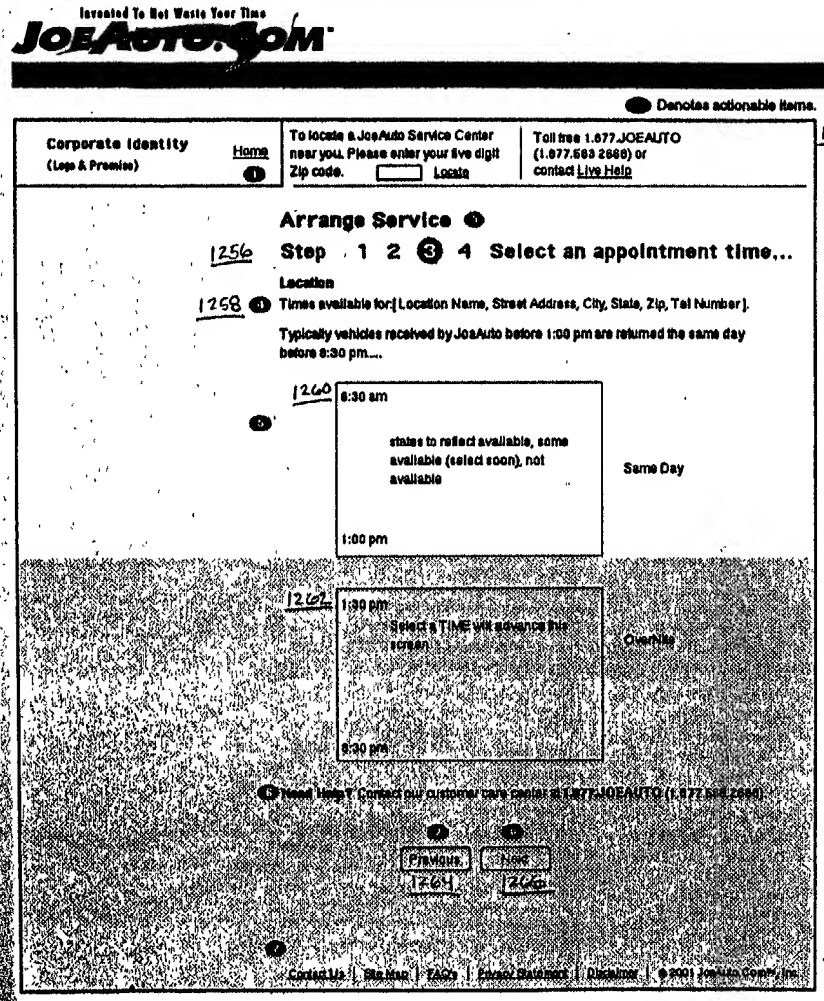
5. Would you like a loaner vehicle?
5.1 Details (3178)
5.2 Yes
Radio
Require 5.2 or 5.3 (field selected)
5.3 No
Radio
Require 5.2 or 5.3 (field selected)
5.4 Qualification copy

6. What can we do for you?
6.1 Please just come pick up my car, I know you'll have to call me, but I can't deal with this right now
Check Box
Visible only if user has selected pick up service
6.2 I think it's time for stuff. Just take it & let me know what the manufacturer recommends.
Check Box

7. Comment Box
Text Area

Tones Technology

Figure 22



ARRANGE SERVICE - TIME (REGISTERED) 3135

LAST REVISED - 12.07.00 vX

CONDITIONS
User is a registered user and has completed the second step in the arrange service process.

REQUIREMENTS

1. Standard Header
1.1 Arrange Service navigation element will be disabled.

2. Standard Footer

3. Arrange Service Title
3.1 Step Progression Bar
3.1.1 Step 3 is highlighted
3.2 Select an appointment time ...

4. Times available for:
4.1 Unit Location Name
4.2 Street Address
4.3 City
4.4 State
4.5 Zip
4.6 Communications Center Telephone Number

5. What Time
Copy includes the qualification of turn around time
5.1 Decartes Scheduling Mechanism
Color of time images changes depending upon availability.
Background color changes on qualifiers for turn around time.
Selecting a time will move you to the next step.
If user has already scheduled a service time and comes back to this screen, their time will be marked with a time selected image.

6. Previous Button
Moves to previous screen
Prepopulates all fields with previous entries

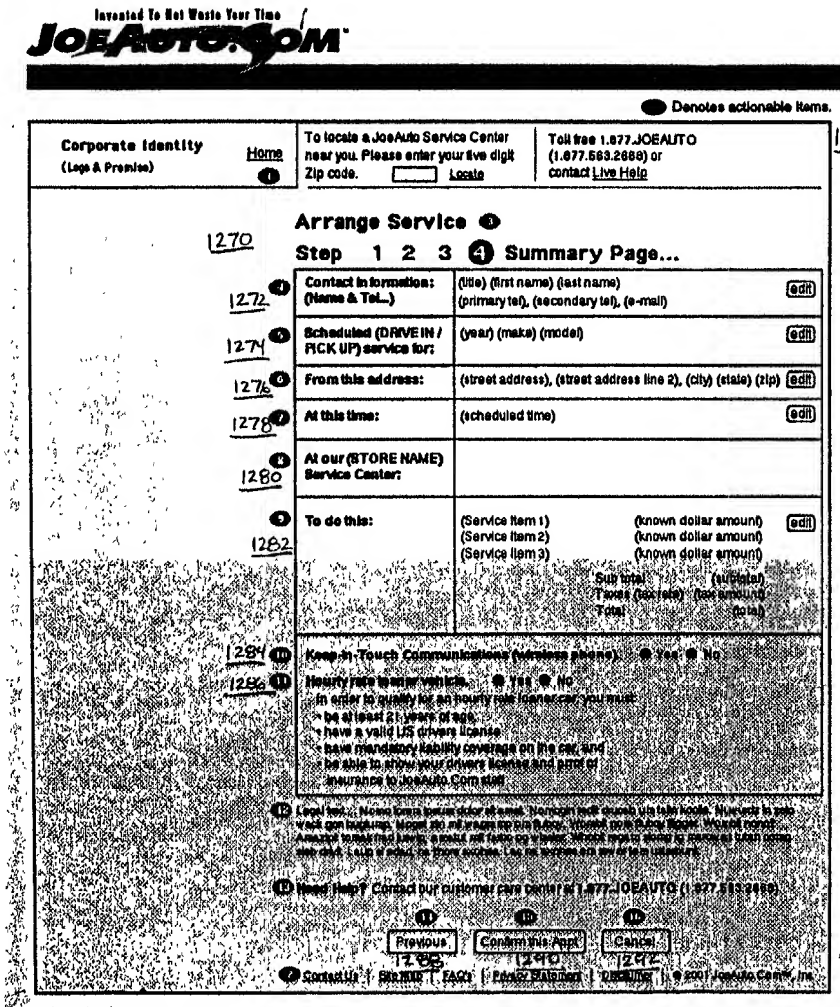
7. Next Button
Visible only if user has scheduled a service time and returned to this screen.
Submit Form

NOTES

- If previously selected time is available then mark as selected and make next button visible
- Submit Form to 3145

PROPRIETARY AND CONFIDENTIAL TO THE JOEAUTO.COM BUSINESS MODEL

Figure 23



ARRANGE SERVICE - SUMMARY (REGISTERED) 3145

LAST REVISED - 12.07.00 vX

CONDITIONS
User is a registered user and has completed the third step in the arrange service process.

REQUIREMENTS

1. Standard Header
1.1 Arrange Service navigation element will be disabled.

2. Standard Footer

3. Arrange Service Title
3.1 Step Progression Bar
3.1.1 Step 4 is highlighted
3.2 Instructional copy that talks about what is needed below

4. Contact Information: (Name & Tel ...)
4.1 Name:
4.1.1 Title
4.1.2 First Name
4.1.3 Last Name
4.2 Communication
4.2.1 Primary Phone Number
4.2.2 Alternate Phone Number
If Applicable
4.2.3 Email
4.2.4 Edit Button (3115 populated)

5. Scheduled (DRIVE IN/PICK UP) service for:
5.1 Year
5.2 Make
5.3 Model
5.4 Edit Button (3115 populated)

6. From this address:
6.1 Street Address
6.2 Street Address 2
6.3 City
6.4 State
6.5 Zip
6.6 Edit Button (3115 populated)

7. At this time:
7.1 Date
7.2 Time
7.3 Edit Button (3135 populated)

8. At our (STORE NAME) location:
8.1 Address 1
8.2 Address 2
8.3 City

Figure 24

Invented To Not Waste Your Time

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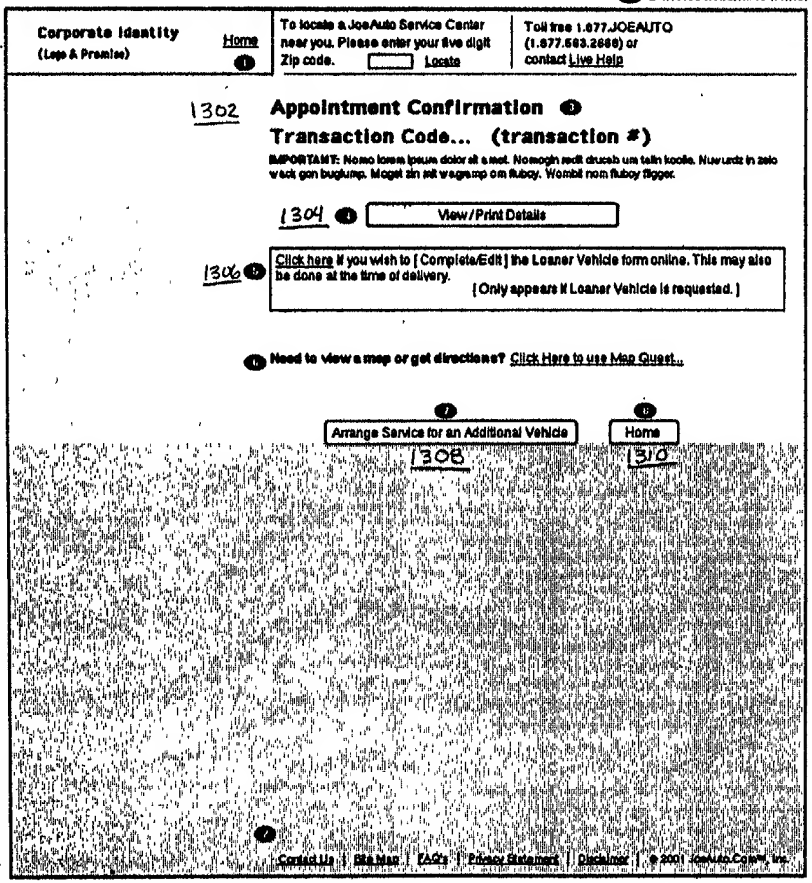
ARRANGE SERVICE - SUCCESS (REGISTERED) 3155

LAST REVISED - 12.07.00 vX

● Denotes actionable items.



1300

CONDITIONS
User is a registered user and has completed all the steps in the arrange service process.

REQUIREMENTS

1. Standard Header

2. Standard Footer

3. Appointment Confirmation
3.1 Transaction Code ...
3.1.1 Transaction Number
Unique
Alphanumeric
3.2 Informative copy about the transaction code

4. View/Print Details Button (3152)

5. Click Here (3180) If you wish to complete/edit the Loaner Vehicle form online. This may also be done at the time of delivery.
Visible only if user has requested a Loaner Vehicle

6. Map and Driving Directions:
16.1 Click Here (3182) for a map

7. Arrange Service for an Additional Vehicle (3105)

8. Home Button (0001)

PROPRIETARY AND CONFIDENTIAL TO THE JOEAUTO.COM BUSINESS MODEL

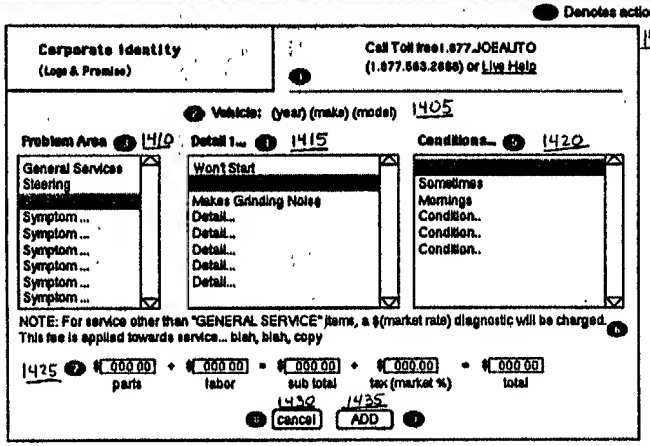
Figure 25

Invented To Not Waste Your Time

JOEAUTO.COM

ARRANGE SERVICE - SYMPTOM 3170

LAST REVISED - 12.07.00 vX



CONDITIONS
The Symptoms Link (3170) has been selected.

REQUIREMENTS

1. Corporate Identity
1.1 Logo
1.2 Promise
1.3 Call Toll free 1.877.JOEAUTO (1.877.563.2668) or Live Help

2. Vehicle:
2.1 Year
Populated by parent window
2.2 Make
Populated by parent window
2.3 Model
Populated by parent window

3. Problem Area
3.1 Problem Area List
Drop Down Selection
Required (field selected)

4. Symptom
4.1 Symptom List
Drop Down Selection
Populated upon selection of Problem Area
Required (field selected)

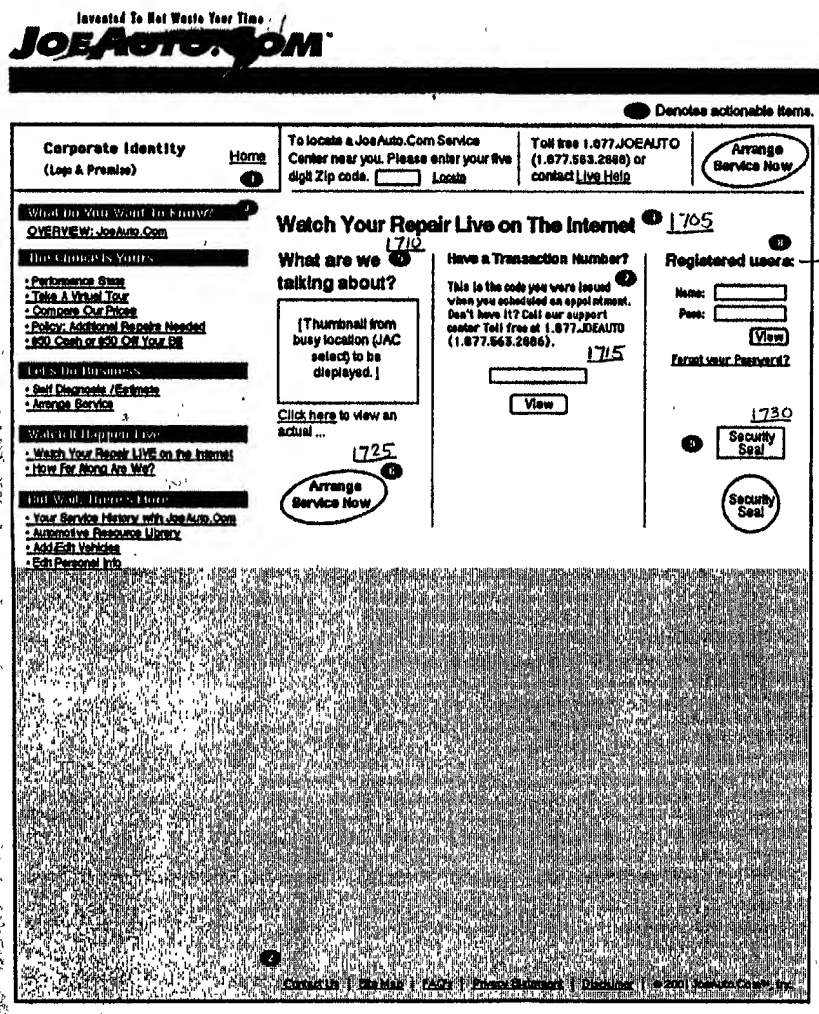
5. Detail
5.1 Detail List
Drop Down Selection
Populated upon selection of Symptom
Required (field selected)

6. Note: For service other than "GENERAL SERVICE" items, a $(market specific) diagnostic fee will be charged.
6.1 Descriptive copy

7. Estimate
Only visible if relevant
7.1 Parts Cost
Populated upon selection of Detail
7.2 Labor Cost
Populated upon selection of Detail
7.3 Subtotal
Populated upon selection of Detail
Determined by the sum of Labor Cost and Parts Cost
7.4 Tax
Populated upon selection of Detail

PROPRIETARY AND CONFIDENTIAL TO THE JOEAUTO.COM BUSINESS MODEL

Figure 26



WATCH YOUR REPAIR LIVE ON THE INTERNET 4100

LAST REVISED - 12.07.00 vX

CONDITIONS
The Watch Your Repair Live on the Internet (4100) Link has been selected.

REQUIREMENTS

1. **Standard Header**

2. **Standard Footer**

3. **Standard Left Hand Navigation**
3.1 Watch Your Repair Live on the Internet navigation element has been selected indicating that the user is within this section. Link is disabled.

4. **Watch Your Repair Live on The Internet**

5. **What are we talking about?**
5.1 Thumbnail (4110)
5.2 Click Here (4110)

6. **Arrange Service Button (3100)**

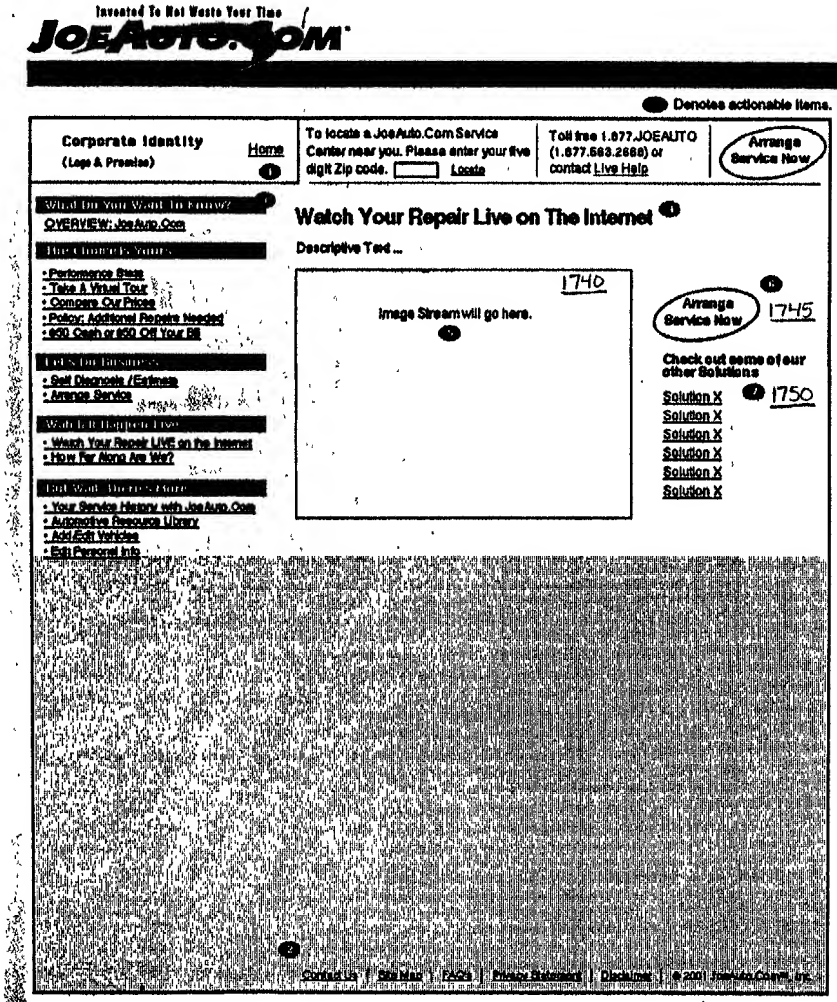
7. **Have a Transaction Number?**
7.1 Instructive copy
7.2 Transaction Number
Text Box
Required (field not empty, Valid Transaction Number)
7.3 View Button
Validates Form -- Refreshes page with error messages in appropriate places
Submit Form

8. **Registered Users:**
8.1 Username
Text Box -- Alphanumeric
Required (field not empty)
8.2 Password
Text Box -- Alphanumeric
Required (field not empty)
8.3 View Button
Validates Form -- Refreshes page with error messages in appropriate places
Submit Form
8.4 Forgot Password? (TBD)

9. **Security Seals (TBD)**

NOTE
- If user is a registered user and has logged in than redirect them to 4115
- #7 form validation causes page to refresh with error fields highlighted
- #7 form submits to (TBD)
- #8 form validation causes page to refresh with error fields highlighted
- #8 form submits to 4115

Figure 27



Watch Your Repair Live on the Internet -(Sample Detail) 4110

Last Revised - 12.07.00 vX

CONDITIONS
The Watch Your Repair Live on the Internet Demo (4110) Link was selected.

REQUIREMENTS

1. **Standard Header**

2. **Standard Footer**

3. **Standard Left Hand Navigation**
3.1 Watch Your Repair Live on the Internet navigation element has been selected indicating that the user is within this section.

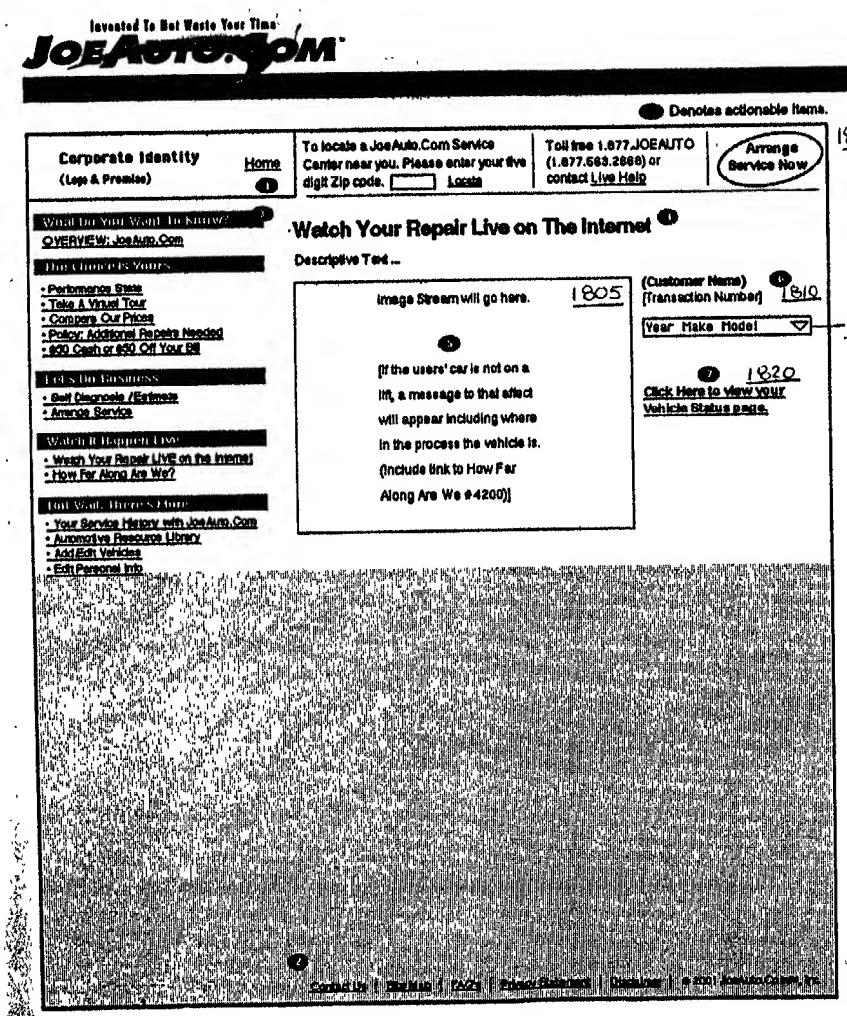
4. **Watch Your Repair Live on The Internet**
4.1 Descriptive copy

5. **Image Stream**
5.1 Default Image Stream (Selected by JoeAuto – Showcase)

6. **Arrange Service Now (3100)**

7. **Check out some of our other Solutions**
7.1 Solutions List (12XX)

Figure 28



Watch Your Repair Live on the Internet - (Detail) 4115

Last revised - 12.07.00 vX

CONDITIONS
The Watch Your Vehicle Live on the Internet (4115) Link has been selected. The user has either logged in or has entered a transaction code and has a vehicle being serviced at this time.

REQUIREMENTS

1. **Standard Header**

2. **Standard Footer**

3. **Standard Left Hand Navigation**
3.1 Watch Your Repair Live on the Internet navigation element has been selected indicating that the user is within this section. Link is disabled.

4. **Watch Your Repair Live on The Internet**
4.1 Descriptive copy

5. **Image Stream**
5.1 Image Stream
Visible only if vehicle is on lift
If the transaction code was captured then default the view to the requested vehicle.
If the User has logged in then default the view to the last vehicle entered.
5.2 Message stating where in the process is the requested vehicle
Visible only if vehicle is not on lift
5.3 Click Here (4200)

6. **Customer Information**
6.1 Customer Name
6.2 Transaction Number
6.3 Vehicle Description
Drop Down Selection – If user has more than one vehicle in service at one time
Default to vehicle that is in the 5.1 image stream
- 6.3.1 Year
- 6.3.2 Make
- 6.3.3 Model

7. **Click Here (4200) to see vehicle status**

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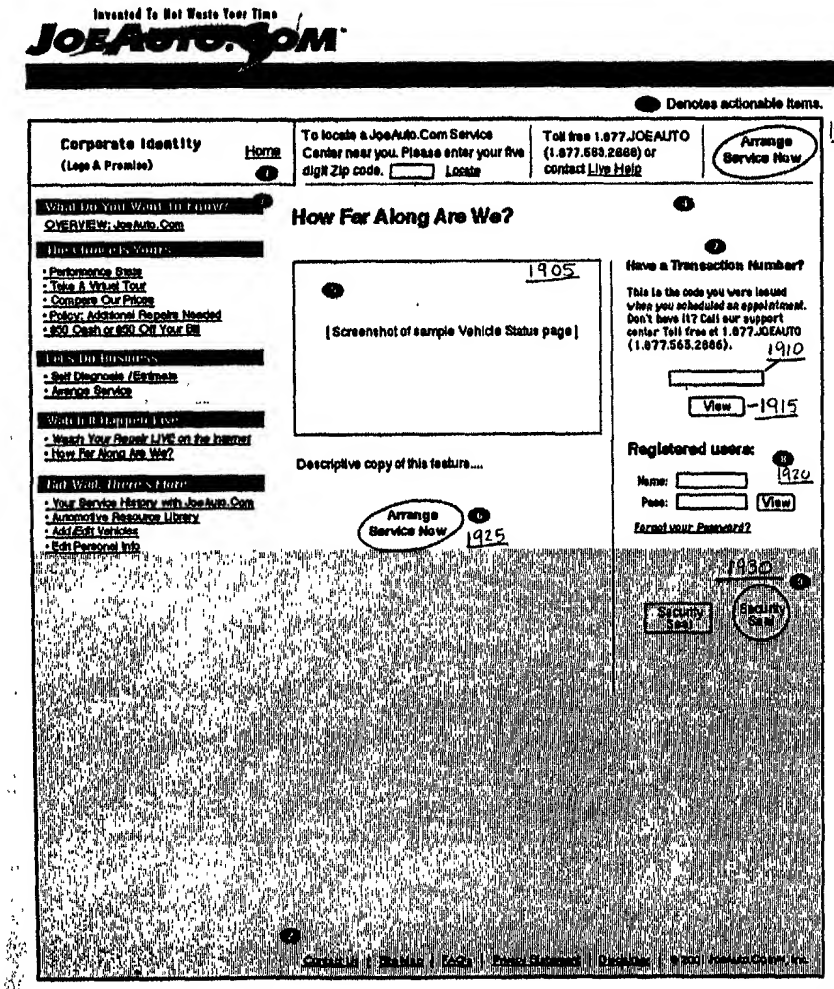
Figure 29



How Far Along Are We 4200

LAST REVISED - 12.07.00 vX

CONDITIONS
The How Far Along Are We (4200) Link has been selected.

REQUIREMENTS

1. **Standard Header**

2. **Standard Footer**

3. **Standard Left Hand Navigation**
3.1 How Far Along Are We navigation element will be selected indicating the user is within this sect
Link is disabled.

4. **How Far Along Are We With Your Repair?**

5. **New User Information**
5.1 Vehicle Status Page Screenshot
5.2 Descriptive copy

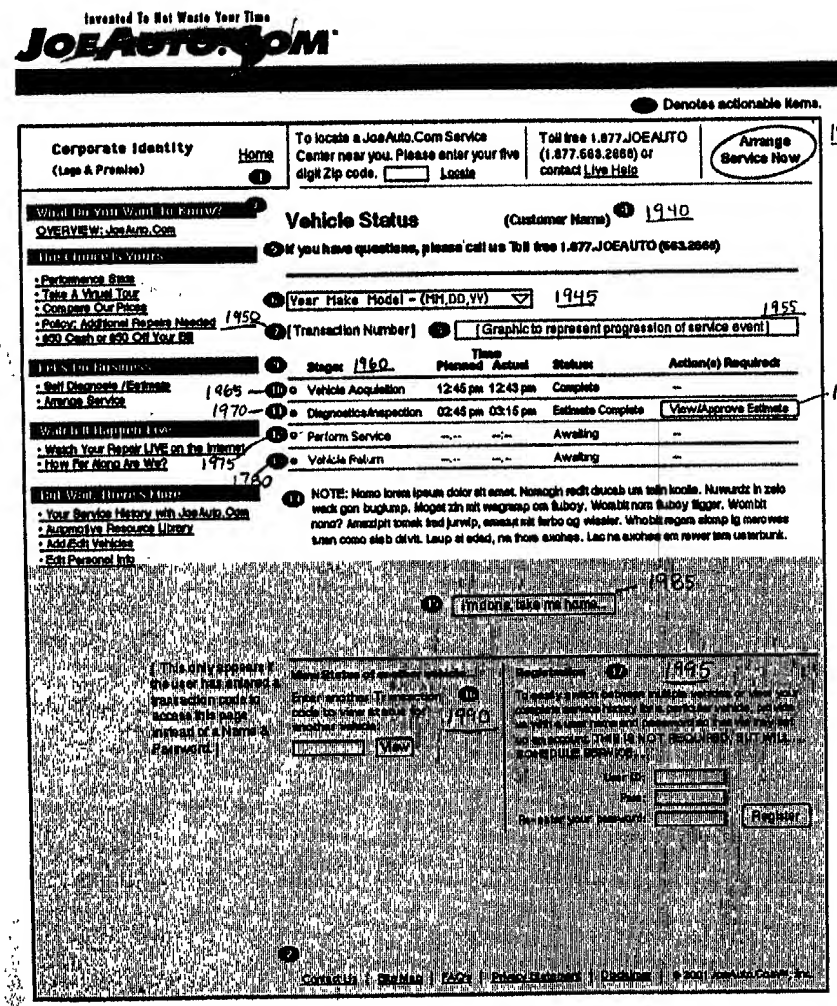
6. **Arrange Service Now Button (3100)**

7. **Have a Transaction Number?**
7.1 Descriptive/Instructive copy
7.2 Transaction Number
Text Box
Required (field not empty)
7.3 View Button
Validate Form
Submit Form

8. **Registered Users:**
8.1 Username
Text Box
Required (field not empty, less than 100 characters)
8.2 Password
Text Box
Required (field not empty, less than 100 characters)
8.3 View Button
Validate Form
Submit Form
8.4 Forgot your password? (TBD)

9. **Security Seals**

Figure 30



VEHICLE STATUS 4205

LAST REVISED - 12.07.00 vX

CONDITIONS
The How Far Along Are We (4200) Link has been selected and User has either logged in using their username and password or transaction number.

REQUIREMENTS

1. **Standard Header**

2. **Standard Footer**

3. **Standard Left Hand Navigation**
3.1 How Far Along Are We navigation element will be selected indicating the user is within this section.

4. **Vehicle Status**
4.1 Customer Name

5. **If you have questions or concerns, please call us Toll Free 1.877.JOEAUTO**

6. **Vehicle Selection**
6.1 Vehicle Description
Drop Down Box
Upon vehicle selection the page is refreshed with the new vehicle information
   6.1.1 Year
   6.1.2 Make
   6.1.3 Model
   6.1.4 Appointment Date

7. **Transaction Number**

8. **Progression Graphic**

9. **Title Section**
9.1 Stage Title
9.2 Time Title
   9.2.1 Planned
   9.2.2 Actual
9.3 Status Title
9.4 Action(s) Title

10. **Vehicle Acquisition Section**
10.1 Current Stage Indication
10.2 Vehicle Acquisition
10.3 Time
   10.3.1 Planned Deadline
   Deadline is set at appointment scheduling +/- 15 minutes
   10.3.2 Actual Finish Time
10.4 Status
   10.4.1 Requested
   10.4.2 CSR Dispatched
   10.4.3 Vehicle Picked Up

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Tahoe Technology

Figure 31

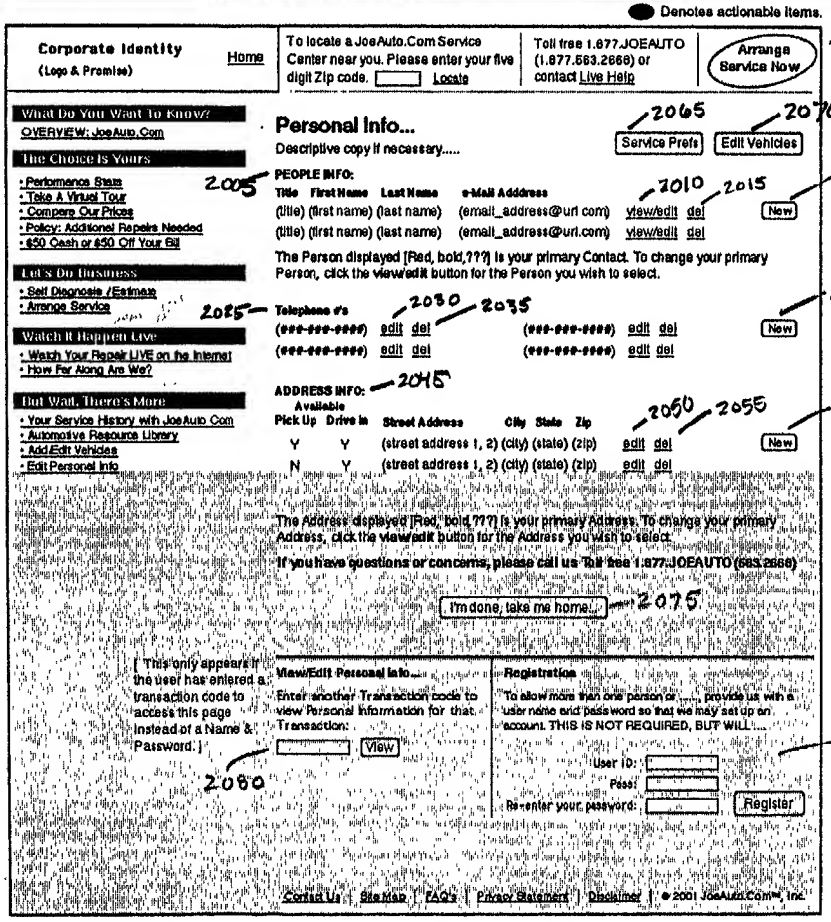
Invented To Not Waste Your Time

JOEAUTO.COM

Personal Detail 5815

Last Revised - 12.07.00 vX

● Denotes actionable items.



2000 **CONDITIONS**
The Add/Edit Personal Info (5810) Link has been selected and the user has logged in.

REQUIREMENTS

1. **Standard Header**

2. **Standard Footer**

3. **Standard Left Hand Navigation**
   3.1 Edit Personal Info navigation element has been selected indicating that the user is within this section. Link is disabled.

4. **Personal Info ...**
   4.1 Descriptive copy if necessary

5. **Service Preferences Button**

6. **Edit Vehicles Button**

7. **Contact Info**
   7.1 Title Bar
      7.1.1 Title
      7.1.2 First Name
      7.1.3 Last Name
      7.1.4 E-Mail Address
   7.2 Contact List
      7.2.1 Title – Field is populated from the customer database.
      7.2.2 First Name – Field is populated from the customer database.
      7.2.3 Last Name – Field is populated from the customer database.
      7.2.4 E-Mail Address – Field is populated from the customer database.
      7.2.5 Edit Button (TBD) – Selecting this button will take cause (TBD) to open as a pop-up window with the fields populated for editing.
      7.2.6 Delete Button (TBD) – Selecting this button will prompt the user for confirmation and then refresh 5815 with the new information.
   7.3 New Contact Button (TBD) – Selecting this button will cause (TBD) to open as a pop-up window with empty fields so that the user will be able to enter the new information.
   7.4 Note describing which contact is marked as the default contact

8. **Telephone #'s**
   8.1 Telephone Number List
      8.1.1 Telephone Number – Field is populated from database.
      8.1.2 Edit Button (TBD) – Selecting this button will cause (TBD) to open as a pop-up window with populated fields for editing.
      8.1.3 Delete Button (TBD) – Selecting this button will prompt the user for confirmation and then refresh 5815 with the new information.
   8.2 New Telephone Number Button (TBD) – Selecting this button will cause (TBD) to open as a pop-up window with empty fields so that the user will be able to enter the new information.

9. **Address Info**